

Lyndhurst Medical Centre and Burstled Wood Surgery Integration

Frequently Asked Questions

Q1	Why is this alliance taking place?
	<p>There are strong and established working relationships between Burstled Wood Surgery and Lyndhurst Medical Centre both from the perspective of clinical leadership, managerial leadership and a significant number of clinical staff who work across both sites. Multi-disciplinary learners including nurses and GP Registrars also work across both practice sites.</p> <p>With all surgeries, there is an incredible amount of work that is done behind the scenes that patients don't necessarily see. In addition, the NHS landscape has changed and the Government's new ten-year plan states that a number of services currently done by the hospitals will move to the GP surgeries.</p> <p>We believe the integration will make us a more resilient organisation and the economies of scale of a larger organisation will allow us to do this extra work without impacting patient care.</p>
Q2	Does the integration mean one of the surgeries will close?
	No, neither surgery will close, they will both remain open at their current location.
Q3	Will there be any reduction of staff numbers?
	No, there will be no reduction in staff numbers.
Q4	What are the benefits to patients?
	<p>There are a number of benefits for patients:</p> <ul style="list-style-type: none"> • To streamline patient services with one clinical system • Increase same day access appointments • To give patients greater appointment choice at a location of their choice • Every patient to have a designated GP • To give patients access to a broader range of healthcare professional across both sites.
Q5	Will there be continuity of care with the same GP or will there be multiple clinicians involved in my care?
	<p>Continuity of care is incredibly important to us, and we know it leads to better patient outcomes, fewer A&E attendances and increases patient satisfaction. It's also so much more helpful for the clinician, and they get to know the patients and understand their medical history.</p> <p>At Lyndhurst, every patient already has their own designated GP. Once the integration is complete, all Burstled Wood patients will also have their own designated GP.</p> <p>For routine appointments, you will be able to see your designated GP. However, for acute appointments (urgent/need to be seen that day) you may need to see another Allied Healthcare Professional. Any follow-up appointments can be made with your designated GP.</p> <p>Also, annual or sickness leave may also mean you will not be able to see your designated GP unless you can wait for them to return.</p>

Q6	What services will be changed/added?
	<p>For the moment, the services will remain largely the same, but we will be streamlining these and have one clinical system.</p> <p>We know that patients really value the same day access when they have an acute medical issue. We offer one of the best services in the borough and are looking to improve that even more. We will also be able to be more flexible as operating across the two sites to make sure the patients get the best care possible.</p>
Q7	Will you be able to introduce a broader range of expertise and specialisms into the practices?
	The NHS's ten-year plan talks a lot about moving services from the hospitals into the community and we are waiting for the guidance on this.
Q8	I'm a patient at Lyndhurst, will I need to go to Bursted Wood for my appointment and vice versa?
	GPs and clinical staff will work across both sites so you will have a choice as to which surgery you would like to go to depending on appointment availability. We will try to honour your preference as much as possible.
Q9	What will happen with vulnerable patients or those with mobility issues if they cannot get to the alternative location for a same day appointment?
	Every effort will be made to accommodate a same day appointment at their preferred site.
Q10	When will the integration be completed?
	<p>The contract will be in place by 1 April 2026. Between now and then there will be more information to keep patients informed of progress.</p> <p>We are working closely with the South East London Integrated Care Board to ensure that processes from a governance, patient communication, technology, infrastructure and safety point of view are in place.</p>
Q11	Have you consulted any other practices who have joined together to ensure you learn lessons from their experience?
	<p>We have had a number of practices in Bexley who have joined together – Parkside with Northumberland Heath, Cairngall with Belvedere, Crook Log with Sidcup Medical Centre. We have spoken to GP and Practice Managers who have gone through this process to learn from their experiences.</p> <p>A great deal of thought has gone into this integration, and we have the added benefit of having a much longer lead time compared to the other surgeries.</p>
Q12	Will we still able to contact our normal surgery on the same number?
	We will be amalgamating the phone system and we will let you know if the number is changing nearer the time of the integration.
Q13	Will the way appointments are currently booked change?
	We will be operating one appointment system and the receptionists at both locations will book appointments at the surgery of your choice, dependant on availability.

Q14	Will the joint practice be too big, will the level of service be reduced and will it lose the personal touch?
	<p>We expect an improvement in the level of service especially when every patient has a designated GP, which will provide continuity of care. Having the two sites will be a big advantage and we are confident that we will be able to keep the personal touch.</p> <p>We are also looking at opportunities to bring more GPs on board. We will also be more a more resilient organisation as will have more staff to cover annual or sick leave.</p>
Q15	Will it be more difficult to get through on the phone to make an appointment?
	<p>No, we have a very good record. The results of the June 2025 GP Survey show that Lyndhurst has the second and Burstled Wood has the third best phone experience in the Bexley Borough. We publish our data monthly on the surgery Facebook pages.</p> <p>We are not reducing the number of receptionists taking calls and we have quick pick-up rates as evidenced in the most recent GP Survey. Part of the reason for this is some patients now use the digital route and triage system plus we have introduced call-back services. Rest assured, we will continue to have phone appointments as we appreciate this is still the preferred method of booking appointments for many of our patients.</p>
Q16	Will waiting and response times be longer for appointments?
	No, there's no reason why waiting and response times would be longer, in fact we are hoping that they will be shorter.
Q17	Is there going to be more parking at either surgery?
	<p>Most of the surgeries in Bexley have very limited or no parking. We are lucky to have car parks at both sites and some street parking. However, since we are located either side of Barnehurst station, the council parking restrictions at certain times of the day need to remain in place. We do also have cycle parking facilities.</p> <p>Unfortunately, there is very little or no scope to increase the parking available at either site and despite numerous attempts over the years we have been unable to get the parking restrictions around Lyndhurst Medical Centre changed.</p>
Q18	What impact will the new housing development have at Burstled Wood surgery with more patients needing appointments?
	<p>The surgery is on a site owned by Bexley Council and is undergoing a regeneration programme. We understand the new development will be around 140 units. We do not anticipate that the number of patients wishing to register with the surgery will be substantial enough to negatively impact the practice and we regularly review staffing levels against access and demand.</p> <p>We anticipate the new development will benefit the practice by providing a safer and more pleasant environment for patients and staff.</p>
Q19	Will the surgery opening hours stay the same?
	Yes, we are not currently anticipating any changes to our core opening times of 0800 to 1830.

Q20	Will there be any change to how I access the GP out of hours service?
	Outside of core General Practice hours, the Practices offer appointments in Enhanced Access clinics depending on the day of the working week and Saturdays. When the practices are closed, you will continue to telephone the NHS 111 service, and they will signpost you to the most appropriate service.
Q21	Will the current arrangements that I have in place for getting my medicines remain the same?
	Yes, none of these arrangements will change.
Q22	What will happen to my medical records after the integration?
	Once the integration is complete, the clinical systems will merge into one system under Lyndhurst Medical Centre. This is an automated process and patient information will be transferred automatically. The new single system will allow us to work as one organisation providing you with safe and effective care from a wider team.