

Proposed Closure of St George Site Engagement Report

St George and Riverside Medical Practice currently hold contracts for the delivery of primary medical care services from both St George Medical Practice and Riverside, Flagg Court Health Centre. The practice provides essential services to a registered patient population of 7,401 patients.

St George and Riverside Medical Practice is proposing to centralise services at the Flagg Court Health Centre site and permanently close the St George Medical Practice site. The building located on New George Street will soon require significant structural repairs, and the practice is finding it increasingly difficult to effectively manage services across two separate sites.

The practice believes that consolidating services at Flagg Court Health Centre will enhance clinical quality, improve operational efficiency, strengthen practice resilience, and support the continued delivery of high-quality patient care.

To accommodate the transfer of staff and patients from the St George site, the premises at Flagg Court Health Centre will be redesigned and additional consultation rooms will be made available to support patient appointments and clinical activity.

Impact on Patients

We recognise that some patients may be affected by this proposed closure. We want to ensure continuity of care:

- Patients would remain registered with our practice and will continue to receive care.
- The same amount of appointments would be delivered from Flagg Court Health Centre.
- Transport options and accessibility concerns are being reviewed to support patients who may face challenges in reaching the Practice.
Riverside - Flagg Court is less than 2 miles away from St George Medical Practice in New George Street. Lots of buses stop nearby. Buses run at least every ten minutes between the two sites. You can visit the stagecoach website at the following link to plan your journey: <https://www.stagecoachbus.com/plan-a-journey> . Travel time between the two sites via car is 6 minutes, public transport (metro) 15 minutes, walking 24 minutes and cycling 8 minutes.
- Alternative GP practices are available. You can find details of local GP practices at the following 'Find a GP' link: www.nhs.uk/service-search/find-a-GP

Involvement Process

A communications plan has been developed to identify and inform all relevant parties, including stakeholders and Patients about the proposal. Stakeholders were contacted via email or telephone and included local councillors, Members of Parliament, Healthwatch, local pharmacies, and GP practices across South Tyneside.

In addition, the practice contacted and liaised with Crest and Apna Ghar to help promote awareness of the proposal and engagement opportunities within local BAME communities,

ensuring that information was shared more widely and that patients from diverse backgrounds were encouraged to participate in the engagement process.

Two patient/stakeholder drop-in engagement sessions were arranged:

- Wednesday 20 May 2026 at St George Medical Practice, attended by 22 people.
- Wednesday 27 May 2026, attended by 16 people.

The engagement process commenced on Wednesday 13 May 2026 and will conclude on Wednesday 10 June 2026.

Patients were informed of the proposal via text message and letter. Surveys were developed to gather patient feedback, with access provided through a web link and QR code included within the communications. Patients who were unable to complete the survey digitally were supported to complete surveys at the surgery or provide feedback via telephone, with all responses being recorded.

Frequently Asked Questions (FAQs) were also included with the patient communications.

Information boards were displayed at both surgery sites containing details about the proposed closure. The boards included:

- Easy-read information
- Posters translated into the six most commonly used languages within the practice population
- Frequently Asked Questions (FAQs)
- Dates of the drop-in sessions
- Copies of the patient survey and access details

The practice remains committed to ensuring that patients and stakeholders are fully informed and have the opportunity to provide feedback throughout the engagement period.

Survey Link - <https://www.surveymonkey.com/r/9J8T93K>

If you require any further information, please contact either

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