

Langbank Surgery Frequently Asked Questions (FAQs)

What does the closure of the Langbank Surgery mean for me and/or my family?

When the Langbank Surgery closes, all existing patients will remain registered with The New Surgery. This means that you will access all your health care needs from the Kilmacolm premises.

The practice remains committed to delivering Health Care Services to all their registered patients either via telephone, or face to face consultations from Kilmacolm or if you are registered housebound, we will continue to provide ANP or GP led visits to you at home.

Surely this will impact further with all New Surgery patients having to attend the one site in Kilmacolm?

Doctors will save time travelling between the two sites as well as saving time dealing with the dispensing element of Langbank. This means that we will be able to provide more clinical appointments.

Kilmacolm has adequate consulting rooms to manage the increase of appointments being delivered.

Providing care from one site will support the practice to have a greater range of clinical expertise available under the same roof, enhancing patient care and safety and providing better continuity of care for patients.

What do you mean by sustainability?

Making the best use of available resources to provide an appropriate level of safe care to patients.

What will happen with my prescriptions and how will repeat prescriptions be managed?

Arrangements are already in place to allow patients to order repeat prescriptions via our telephone script line or on-line. A number of local pharmacies already collect prescriptions from Kilmacolm and offer home delivery if you have difficulty collecting.

Our staff will be contacting you to confirm the pharmacy of your choice. Pharmacies have longer and more flexible hours than the current Langbank dispensary hours.

By using a Community Pharmacy you will also have access to services such as Pharmacy First which Langbank Dispensary was unable to provide. This means patients can speak to a pharmacist for assessment and prescribing for common clinical conditions. These services can be accessed by telephone as well as face to face.

I have mobility issues and/or transport issues which makes attending Kilmacolm difficult, what are my options?

We recognise that transport to Kilmacolm will be an issue for some patients especially via public transport. We will try and accommodate patients by offering a range of consultations including telephone, but there will be occasions where a face-to-face appointment is needed, however Kilmacolm Surgery offers appointments all day so we hope where practical to try and provide patients with appointments around bus times.

The practice will continue to undertake home visits to registered housebound patients where clinically appropriate, regardless of where they reside.

Why can't another GP take over the surgery at Langbank?

As part of the consultation process Inverclyde HSCP approached nearby GP practices to explore the possibility of taking over the Langbank Surgery, but none expressed interest in doing so.

Why are you closing Langbank Surgery and not the Kilmacolm Surgery?

There is not enough space in Langbank to accommodate all practice staff and be able to see patients. We have less than one third of our registered patient population residing in Langbank and two thirds in Kilmacolm so the demand in Kilmacolm is higher.

What will happen to the Langbank Surgery site?

The building is leased by the practice from a private landlord therefore the future of the Langbank Surgery building is the responsibility of the landlord.

How do I register with an alternative provider if I choose to?

If you feel you cannot travel to Kilmacolm, you may wish to register with another GP practice closer to home. As long as you live within their practice's boundary, you can, we would be very sorry to see you move.

You can contact the practice of your choice directly or visit their website and request to register with them and they will be able to support you through the registration process.