



SOUTH GRANGE MEDICAL CENTRE

24th October 2025

South Grange Medical Centre – Lagan Surgery branch closure

Dear Patient,

You may recall that we contacted you in June 2025 to seek your views about our application to North East and North Cumbria Integrated Care Board (ICB) (the organisation that we hold a contract with to deliver NHS services) to permanently close the Lagan Surgery branch. This change will help us provide better services for our patients and stronger support for our staff team.

We would like to thank all our patients who took the time to give their views on our application. The insights you gave helped us to shape how we will work to provide the best services for you now and in the future. **We are pleased to announce that this application for the branch closure was approved.**

We will close the Lagan Surgery branch from 16th February 2026. After this date, appointments will be delivered from South Grange Medical Centre, Eston, TS6 9QG and Coatham Surgery, Redcar, TS10 1SR, because we have arrangements in place to work together.

There are no forms for you to complete, and you do not need to take any further action. You will continue to be registered with South Grange Medical Centre.

Until 16th February 2026 you can access the Lagan Surgery branch via the normal phone number 01642 488128, by attending in person or by submitting an online consultation (eConsult via our practice website).

If you do not wish to remain registered at South Grange Medical Centre you can choose to register with a different practice, if you live within that practice's boundary area. Information about practices in the area is available on the NHS find a GP service: [Find a GP - NHS](#)

Thank you again for your involvement and for any feedback you shared as part of this process. Any queries can be directed to southgrange.medicalcentre@nhs.net.

We have included a list of common FAQs that you may wish to review.

Yours sincerely

Dr S Hameed
Senior Partner



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FAQs

Q. What is the response to concerns mentioned in the survey? What additional benefit will I see?

A. Some of our doctors and nurses already work across both sites. Following the closure of the Lagan Surgery branch, they will now be available on more days, helping to enhance continuity of care. This change will also make us more resilient to staffing changes and better able to meet increasing demand.

There were a small number of concerns about previous experiences at Coatham Surgery. We want to reassure patients that the partners of South Grange Medical Centre took over management of Coatham Surgery in 2022. Since then, we have invested in recruitment to improve access to services and have significantly enhanced patient experience and satisfaction. We are also proud to have improved Coatham Surgery's CQC rating from "Requires Improvement" to "Good."

A couple of patients noted that the waiting area at Coatham Surgery felt smaller, warmer, and less airy compared to Lagan Surgery. We plan to increase and rearrange seating on the first floor waiting area to make it feel more comfortable and spacious. The air conditioning has also been repaired to improve ventilation and temperature.

Q. Will there still be the same number of appointments available at South Grange Medical Centre and Coatham Surgery?

A. There will be more available appointments following the branch closure as we will be consolidating services and staff. This will mean that we will be able to offer our patients a greater choice of appointments.

Q. Will the reception and clinical staff be affected by the branch closure?

A. All staff who worked at Lagan Surgery branch will transfer to either Coatham Surgery or South Grange Medical Centre.

Q. Can I still speak to my regular GP or clinical team member?

A. Yes. Patients will still be able speak to their usual clinicians. Patients should have clinical continuity with an ongoing problem as much as possible.

Q. Will the practice opening hours stay the same?

A. Yes. Practice opening hours will stay the same unless the government or the NHS tell us to do something different.

Q. Will I still contact my practice on the usual phone number to make an appointment?

A. Yes. Patients should continue to use their usual telephone number to contact our Practices: 01642 488128, 01642 467001, or 01642 483638. No matter which number you call, you will have access to all our services.



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Q. If I use my own transport will there be enough parking?

A. Yes. Our survey showed that around 70% of patients usually drive to the surgery. There is plenty of free on-site parking available at both South Grange Medical Centre and Coatham Surgery for patients and staff.

For those using public transport, both locations are well served by local bus routes. For more information or to plan your journey you can visit <https://www.stagecoachbus.com/plan-a-journey>

Q. Will I still be recalled for my chronic disease reviews at the practice?

A. Yes. Chronic disease management will not be affected by the branch closure. Results of any tests or recalls will be processed by the clinical team as before.

Q. Will the branch closure affect the care of patients who are housebound?

A. No. Community nurses and other healthcare practitioners will keep working closely with the practices as normal. The same community teams will provide the services.

Q. Will there be any change to the service we receive from community midwives or health visitors?

A. No. Care will be the same for expectant mothers and young children. Midwives and health visitors will keep working with South Grange and Coatham Surgery.

Q. Will I still be able to use my usual pharmacy for my prescriptions?

A. Yes. You will still be able to use your preferred pharmacy or dispensary service. Patients can benefit from an on-site pharmacy at South Grange and Coatham Surgery site. We encourage all patients to use online services to request repeat prescriptions.

Q. Do you have a Facebook page?

A. Yes you can visit our Facebook page @ South Grange Medical Centre. Please follow us for the latest news, updates, and health information from the Practice.

Q Can I still get advice online using EConsult/SystmOne

A. Yes, this will continue to be via the website www.southgrangemedical.co.uk

Q How can I get involved?

A. Patients are welcome to join the Patient Participation Group (PPG). PPGs can help us to improve services. If you would like to join, or have questions, contact reception or Karen Brain, Practice Manager at the Practice. You can also visit our website to find out more.

Q. Can my family or friends register at the practice?

A. Yes, we are currently taking on new patient registrations. We would be delighted to have your family or friends register at our Practice.