

Proposed changes to the delivery of NHS services at Norton Place, Shoebury

Frequently Asked Questions (FAQs)

Why are changes being proposed?

GP practices across England have recently seen changes to the way some NHS funding is provided.

Previously, some funding was paid to groups of GP practices, known as Primary Care Networks (PCNs), to help them plan and deliver services together. From April 2026, part of this funding is now paid directly to individual GP practices instead.

As a result, some Primary Care Networks will be reviewing how they organise their staff, services and the buildings they use to make sure NHS funding is used in the best possible way for patients.

Are GP services being reduced?

No.

This is not about reducing NHS services available to local people.

The review is about how services are organised and where they are delivered so practices can make the best use of their staff, funding and buildings following the national changes to GP funding.

Patients will continue to be able to access the services they need, although some services may be provided from a different location.

Which services are affected?

A range of Primary Care Network services are currently delivered from Norton Place. These services provide additional support for patients, including some clinics, community health services and specialist appointments that complement the care provided by local GP practices.

Patients will be informed of any changes before they take effect and will receive clear information about where they should attend for appointments.

Will local people still be able to see their GP or healthcare professional?

Yes.

Patients will continue to receive the care they need. If any appointment locations change, practices will let patients know in advance.

The aim is to make sure services continue safely and effectively while making the best use of NHS resources.

Why can't services continue Norton Place?

The practices are reviewing how they use their buildings following the national changes to funding and their local staffing arrangements.

Like many NHS organisations, GP practices need to ensure they are making the best possible use of public money while continuing to provide high-quality care.

This includes considering whether buildings are being used in the most effective way and whether services could be delivered differently.

Why has this happened now?

The national changes to GP funding took effect from April 2026.

As practices have worked through what these changes mean locally, some Primary Care Networks have reviewed their staffing models and estate requirements.

This review is part of that process.

Is the decision to close Norton Place or carry out a local staff consultation led by NHS Essex?

No.

The review of staffing, estates and service delivery is led by the GP practices that make up local Primary Care Networks.

NHS Essex has not instructed practices to close any buildings or reduce services.

Our role is to work with the practices and the local Local Medical Committee (LMC) to support discussions, understand the impact on patients and help ensure services continue to meet local needs.

What is a Primary Care Network (PCN)?

A Primary Care Network is a group of neighbouring GP practices that work together to provide services for their local communities.

By working together, practices can share staff, expertise and resources to improve care for patients.

Who made the decision?

The review has been undertaken by the GP practices within the Southend East Primary Care Network.

NHS Essex has not directed this review or made decisions about the buildings the practices use.

What is NHS Essex doing?

Although this is not an NHS Essex decision, we recognise that any changes to where people receive care are important to local communities.

We have been working alongside the GP practices and the local Local Medical Committee (LMC) to support discussions, understand any potential impact on patients and help ensure services continue to be delivered safely and effectively.

Our priority is to ensure local people continue to have access to high-quality GP services.

Will patients need to do anything?

At the moment, patients should continue to attend appointments as normal unless they are contacted directly by their GP practice.

If any changes to service locations are confirmed, practices will provide clear information about what this means and where patients should go for future appointments.

Where can I find more information?

If you have questions about your own care or appointments, please contact your GP practice.

Further updates will be shared by the practices if any changes are confirmed.