



## **NEW MEDICAL CENTRE SOUTH WOODHAM FERRERS**

A public meeting to discuss the new health centre is planned for the evening of Wednesday 9<sup>th</sup> January 2019, at [William de Ferrers School](#) from 7.30pm. This meeting will be led by the three GP practices in South Woodham Ferrers, with [NHS England](#), [NHS Mid Essex Clinical Commissioning Group](#) (CCG) and [Provide Community Interest Company](#) (CIC) all in attendance. Our monitoring surveyor will also be there.

The purpose of the meeting is for all three practices to share with their patients information about their move to the new centre in late 2019, what that involves and how it will work.

In preparation for this meeting the practices have been asking patients to submit questions which can be answered in advance.

The practices are only responsible for what goes on in our part of the building – i.e. all of the ground floor and part of the first floor. Although we have attempted to answer some of the questions relating to wider issues (e.g. facilities in the town centre, transport to and from the surgery) we do not have jurisdiction over these aspects of the project. NHS representatives will, however, be able to speak about these matters at the meeting.

The list of frequently asked questions is below.

### **1. What is the planned opening date for the medical centre?**

The external building works should be complete by the end of June 2019. It will then take about four months to complete the internal fit-out, so we are expecting the practices to relocate and open in autumn 2019. Patients will be kept updated over the coming months about the opening date.

### **2. How long will the move take? Will medical services be disrupted?**

All surgeries plan to move over a single weekend, so there should be no disruption to GP-led services for people living in South Woodham. Nevertheless, there is a contingency plan in case unexpected problems arise, and all GP out-of-hours and [Extended Access](#) services will still be available during the move.



**3. Who is equipping the surgery?**

The three practices are equipping the new centre with office furniture and medical equipment taken from our own buildings and purchasing new equipment where needed.

**4. Will all current medical services on offer by the three current surgeries be offered at the new surgery?**

Yes, services will remain the same. We hope to offer opportunities for improvements through closer cooperation.

**5. What will happen to the “The Practice” and South Woodham Ferrers Clinic?**

The national body called [NHS Property Services](#) are responsible for these buildings and will determine how they are used in due course, in conjunction with those who plan the future of primary care (incl GP services) in Mid Essex. Provide CIC will be at the meeting to explain what services they offer from the clinic and what is moving to the new centre.

**6. Will there be a medical facility in the town centre?**

Beyond the possibility of a temporary clinic if we have to implement the contingency plan mentioned above, we have been told that there are currently no plans for a town centre facility. Other NHS organisations at the meeting on 9th January will be able to talk more about this.

**7. What is the view of the existing pharmacists?**

The local NHS is currently in discussions with pharmacists in the town and will be inviting them to share their feedback on the changes. Hopefully local pharmacists will be present at the meeting to make their views known.

**8. Will Sainsbury’s have a pharmacist within?**

NHS Mid Essex CCG has confirmed there is no current application for a dispensing licence for the Sainsbury’s store at present. The store does potentially have space to house a pharmacy should it wish to add one in the future, but it would be subject to all the legal applications for a licence with NHS England. You may wish to discuss this further with NHSE at the meeting.



**9. What will the new facility be called?**

Although a postal name already exists, it can be changed and we will be seeking public input on that at the meeting on 9th January.

**10. Will the practices remain separate?**

The practices will retain their individual identities. The three practices already work fairly close together in the locality.

**11. Will there be separate receptions?**

The current plan is that there will be a single reception area welcoming patients from all three practices, with clear instructions on how patients from individual practice can check in on arrival, but we will of course listen to the views of the patients who attend the meeting.

**12. How will the phones be handled?**

At the current time we anticipate that calls will be handled by your own practice, using a telephone system that will enable you to ring your own practice directly.

**13. Whose appointment booking protocols will be used?**

All three practices will use their individual booking protocols.

**14. Will I still have my named GP or regular nurse?**

Yes – you will still be registered with your own practice and can see your own GP, nurse or healthcare assistant in line with current arrangements.

**15. Are all the staff from each of the surgeries being redeployed**

The staff will be moving with their own practices to the new premises – and they will continue to work for their existing practices.

**16. How is staff morale?**

Good – the staff are excited about the move.



**17. Some patients have expressed serious concerns about accessing the new surgery. Has an agreement with local bus companies been reached regarding bus services? (See also Q&As nos 25 and 29.)**

We have been advised that the number 36 bus will stop outside the new surgery. The local 'NHS people' are speaking to the bus company about capacity on the route and we hope that NHS England/the Mid Essex Clinical Commissioning Group (MECCG) will be able to offer more information at the meeting itself.

**18. Have plans progressed regarding a shuttle bus?**

We have spoken to local taxi firms who are interested in operating a pick-up service from the centre of town to the surgery at a set rate, but it is not within our jurisdiction to make further arrangements. We suggest that this is brought up at the meeting with the NHS England/MECCG representatives.

**19. Will there be a pedestrian crossing from the Hullbridge Road side across the very busy a 132?**

There will be some sort of crossing but we are waiting for clarification on this from our monitoring surveyor.

**20. Who will chair the MECCG/public meeting and will the principal doctors attend?**

All the lead GPs will attend on the 9th January and there will be a chair with good local knowledge (details yet to be confirmed).

**21. What provision has been made for advertising the event**

The 'local NHS' is speaking to South Woodham Focus and is exploring means of publicising the event by contacting the local community groups. There will also be information about the meeting displayed on practice websites and posters (some of which will be going up in public areas).

**22. Will there be enough parking?**

There will be six disabled spaces as well as 40 parking spaces for staff and patients – and this is more than the surgeries currently have. We have been told that patients may also be able to use the Sainsbury's car park – the NHS representatives will be able to give further details about this at the public meeting.



**23. Will the level of funding remain the same at the new surgery?**

The short answer is that all practices will retain their current level of funding. We have been told that you can question the NHS representatives present at the meeting about funding.

**24. Will the move have any implications for the community nurses, health visitors, and midwives?**

The community nursing team will be based in the new building. Health Visitors will continue to work out of their current premises in Maldon as Essex County Council is responsible for this service now (and Virgin Care currently holds the contract.) We will invite both Essex County Council and Virgin Care to send a representative to the meeting.

**25. Will the move have any implications for the existing SWF health clinic in Merchant Street**

This is a matter over which we have no jurisdiction but there will be NHS representatives at the meeting who will be able to explain the position. (See also Questions 17 and 29.)

**26. Will there be economies of scale brought about by sharing back office support (rather than having three of everything) in the expectation that this will release resources to deliver additional healthcare services?**

Yes. This will be on a small scale initially. The practices hope to be able to share some of the reception duties as well as secretarial support eventually.

**27. What scope will there be for additional new healthcare services to be introduced?**

All three practices are already working with the CCG with a view to exploring additional NHS services that could be provided in the future. No definite plans have been agreed as yet.

**28. How do the practices want the patient groups, patient representatives and other residents to be involved and what scope is there for their input?**



Local patient groups have already been involved in compiling suggestions for additional services in the new premises. We hope/expect this involvement to continue.

**29. What resources and arrangements will be deployed to address the serious concerns which have been expressed by patients about the accessibility challenges which are expected with the location of the new health centre?**

We trust that those responsible for the provision of primary care services in the area will be able to explain to those present at the meeting the basis is on which they have made their decisions and what resources will be made available to address your concerns. (See also Questions 17 and 25.)

**30. How will the local NHS monitor how easy it is for people to use the new centre? How will that monitoring be reviewed and acted on?**

The practices and other NHS services in the new centre will be seeking patient feedback through the national 'NHS Friends and Family' test as well as through a suggestion box and contact details for the local Patient Advice and Liaison Service (PALS). Other ways to seek feedback from patients are being explored.

A post project review will also be undertaken by the CCG and NHS England 12 months after occupation of the site, and the findings (including the raw data) will be shared with patient representatives prior to publication.

**For further information on the highways and transport plan for South Woodham Ferrers please click [here](#). Please see document reference SOCG20B - Statement of Common Ground with Site Promoters of SWF.**

**We look forward to seeing you at the meeting on the 9th January when we and representatives of the bodies who fund, plan and manage healthcare in this area will be present and can, hopefully, 'fill in the gaps'.**