



GP practice moves to the new medical centre

Frequently asked questions - updated January 2019

Access

1. What is Extended Access? Is it anticipated that the new South Woodham Ferrers centre becomes an Extended Access hub?

Everyone registered at a GP practice can now book GP-led extended access appointments at a wider range of times: on Saturdays and Sundays, over bank holidays and later into weekday evenings.

You have a choice of evening and weekend appointments at hubs in:

- Elizabeth Courtauld Surgery, Halstead
- North Chelmsford Health Centre in Springfield, Chelmsford
- Mount Chambers Surgery in Braintree
- Blackwater Medical Centre in Maldon

People wanting an Extended Access appointment can book it through their own practice as they would any other appointment. Please note, these are not walk-in appointments – all appointments should be booked in advance. Appointments will be with the most appropriate clinician for their condition, which may be a nurse practitioner, GP or other healthcare professional.

If you no longer need an Extended Access appointment you have booked, you should contact your own practice during working hours, or outside surgery hours, call 07384 579479 to cancel.

It is envisaged that the new South Woodham Ferrers hub will have additional clinical space so it may be able to host the extended access service for local residents. Discussions will need to take place with the current Extended Access provider on viability and this will be considered as part of commissioning the longer term service from April 2020.

2. Will the opening hours change after the move? Will there be additional opening hours e.g. weekends?

There are no immediate plans to change the opening hours of the surgery. However, the Extended Access scheme offers patients greater access in the evening and at weekends – please refer to Question 1 for further details.

3. How will people who use wheelchairs travel to the new medical centre to see their GPs?

We are currently producing a travel plan for access to the new site. This will take into account the needs of those with a disability and the requirements of the Disability Discrimination Act. On behalf of the wider patient group, we will be working with Patient Participation Groups (PPGs) to make these plans, and will share them more widely as soon as possible.

Operational

4. Telephone access is an issue – are practices going to upgrade to a new telephone system when they are going into the new building?

We (Greenwood, Brickfields and Kingsway surgeries) are currently in discussions with a telephone provider to look at options for increasing the number of telephone lines going into the practice so that more calls can be handled.

However, patients can book and cancel appointments on-line, and also request repeat medication, without the need to call the surgery. Patients will need to register for on-line access - please refer to your practice website or ask your practice receptionist for more details.

5. Patients do not cancel appointments - is there something that can be done to make sure that appointments are not wasted?

We encourage all patients to support effective use of appointments by cancelling them if they are no longer needed, or if the patient can no longer attend at the booked time. There are three simple ways to do this:

- By text message, without the need to phone the practice
All three practices have a text service which is used to notify patients of booked appointments. If patients no longer need the slot, they should send a text stating 'cancel' back to the number the booking text was sent from. This automatically deletes the appointment from the system, freeing up the slot for other patients. There is no need for you to call the surgery once you have done this.
- On-line
Where patients are signed up to be able to book appointments online, it is also possible to cancel this way. Log on to the system and cancel the appointment. There is no need to call the surgery after doing this.
- By telephone
If patients are not registered for online booking, or do not use the text messaging service, they should still phone their practice to cancel the appointment.

6. Why is the practice site being moved from a central location?

Buildings currently housing the practices are already extremely cramped, and it will become increasingly difficult to accommodate a growing population and modern healthcare needs. The buildings are also not compliant with Disability Discrimination Act (DDA) requirements. At the same time, more effective working between practices and with partner agencies to deliver modern, integrated healthcare - where the patient is at the heart of the care delivered – is best delivered where services are situated closer together.

In looking for an alternative site that would address all of these aspects, a more central site in the town was not available. The new build on the Sainsbury site offered a timely opportunity for the practices to move to one building, co-located next to other healthcare partners, thereby enabling the delivery of modern, resilient health care.

7. In square footage terms, how does the new build compare with the combined square footage of the 3 current surgeries?

The current Net Internal Area (NIA) for the three surgeries and branch surgery is 928.13 sqm.

The new facility is 1,490 sqm, including both the GP surgery space and the community provider space. The new building provides more clinical space than within the current four buildings as there is single reception and shared spaces for staff, admin and meetings.

This represents enough space to accommodate the current list size of the three surgeries and also accommodate expected additional growth of the town. It is also worth noting that a benefit of being able to input to a new design also means that we have been able to inform *how* that space is used – maximising the space available.

8. What are the levels of radiation omitted by the BT mast?

We are not aware of this technical detail in relation to the BT Mast. It is suggested that this question is raised directly with BT for an accurate answer.

9. How does funding compare on average with other MECCG surgeries and also against the national average?

The funding of the practices is not affected by the move. For more information and statistics on how practices are funded please visit: <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-payments-to-general-practice/nhs-payments-to-general-practice-england-2016-17>

10. What about antisocial behaviours in the empty building in the town centre?

We cannot control the use of buildings once we vacate them later this year. This is the responsibility of the landlord to determine their future usage.

Travel and Transport

11. How many parking spaces are there at the new build?

There are 38 allocated parking spaces for the new health centre. In addition there are additional parking spaces that will be available at Sainsbury's – similar to the current arrangement where patients may not necessarily park in practice spaces.

12. What are the hourly restrictions and how will Sainsbury's impose this on using their car park?

We are not currently aware of any proposed restrictions on parking by Sainsbury's. We will provide updates through our newsletters and the FAQs available on our website once this information is available.

13. The travel options include the provision of transport by local buses. Route 36 will go through the area and the bus stop will be located at a place which will provide numerous accessibility issues especially for the disabled. Has this been considered during the planning process?

Please contact Chelmsford City Planning Department on 01245 606826 or by using their online portal <https://www.chelmsford.gov.uk> for more information regarding travel options.

14. Traffic on Burnham Road is very busy and the volume of traffic is very high especially with goods vehicles etc. The pathways are not wide enough. Will patients be able to cross the road even with a pelican crossing? Additional traffic lights and toucan crossing etc. will have an impact on the sheer volume of traffic. Has this been taken into account?

Please contact Chelmsford City Planning Department on 01245 606826 or using their online portal for more information.

Or follow the information below to see all the planning application and information on the new health centre:

1. go to <https://www.chelmsford.gov.uk/> Chelmsford City Council home page
2. go to the Planning & Building Control box and click to open
3. click in the search, track & comment box
4. click in the purple search, track & comment now box
5. put [the reference is 14/00830/FUL in the search box](#)
6. click on the last box in the list validated:14th May 2014
7. click on the plans & document tab then click on the purple 'click to view associated documents
8. this will bring up all of the planning documents for the new health centre and Sainsbury development
9. look for the document dated Nov 2nd 2016, click to view or download the document
10. once open please see condition:22 as this state what has to be in place before the new health centre or Sainsbury can be open.

15. In a planning document there is reference made to Section 106 monies - £75,000. You have not updated us about this and what you will be doing with it?

We are finalising plans for how these funds will be used. Further details will be made available through our newsletters and the FAQs available on our websites.

16. Has there been enough consideration given for cycle paths, footpaths and walkways? The existing footpaths are not wide enough to accommodate cycle paths.

Please see question 14 on how to obtain further information on all up to date planning information.

17. Was Highways not on board when initial plans were submitted and subsequently approved? If this is a new development and the developer is building it from scratch why is it that we are having or may need to make compromises with transport arrangements?

Please see question 14 for links how to access the planning information for the new health centre, this will show you information from the start of the applications and is updated with information at each phase.

18. Why were the town council and the highways department not present at the meeting on 9th January? Can a separate meeting be organised with them?

The public requested a meeting with the GPs from Greenwood, Brickfields and Kingsway surgeries. Please see question 14 on how to access further information via <https://www.chelmsford.gov.uk/>

19. Can a crossing be put in place before the building works complete?

Please see question 14 on how to access <https://www.chelmsford.gov.uk/> for further information regarding what needs to be in place before the site can be occupied.

20. Is there going to be a pedestrian crossing from Hullbridge road across the ring road?

Please see question 14 on how to access <https://www.chelmsford.gov.uk/> for further information.

21. Will there also be a provision for the No 36 and No 94 bus to use the site for a bus stop where the new medical centre will be?

We will raise these concerns with the Chelmsford City Council and the bus companies to get more clarification on this.

22. Will there be a schedule issued for the proposed mini bus?

A minibus is one option being considered for supporting transport. When plans are finalised for transport this will be shared through our newsletters and the FAQs available on our practice websites.

23. What will be the impact of the new build on the existing traffic and congestion pressures?

All of the above have been taken into account when the planning application was put in. Please see question 14 for details on how to access <https://www.chelmsford.gov.uk/> for further information.

24. There are a range of concerns around the plans for pedestrian and cycle access to proposed Health Centre on Sainsbury's Site – as raised by PPG members?

Please see question 14 for details on how to access <https://www.chelmsford.gov.uk/> for further information.

25. The location of the centre is next to the busiest road within the area – has provision been made for addressing the needs for people with respiratory illnesses who will be affected by air pollution?

Please see question 14 for details on how to access <https://www.chelmsford.gov.uk/> for further information on this subject.

Pharmacies

26. What about pharmacies? Will they go out of business? Will Sainsbury's have its own pharmacy?

Distance is no barrier to getting prescriptions and medications. There may be a space allocated for a pharmacy within Sainsbury's, however, Sainsbury's would need to complete a Pharmacy Needs Assessment (PNA) and it is unlikely this would be supported as there are existing pharmacists within the town centre to provide the services for the patients in SWF. It is envisaged that the pharmacists will remain as they are – there are no plans for any changes at this moment. They will continue to operate from their existing sites.

27. What happens with the ordering, collecting prescription from the practice?

Patients can request repeats online. Patients can do this through the pharmacies and patients can also order medication so that this can be collected either from the local pharmacy or delivered to one's home.

Services

28. Will new technology be used for some appointments e.g. Skype, FaceTime for certain consultations?

Online consultations are something that NHS England are promoting nationally. We will explore options for this with Mid Essex Clinical Commissioning Group when support is made available to progress this.

29. Will there be a specialist mental health doctor available?

The practices are working with the mental health trust to see what mental health provision can be located and integrated within the current primary care provision in SWF.

30. Will there be female doctors available?

Staffing will remain unchanged in the new building in the first instance. However we are keen to offer a choice of doctors when available.

31. Will the new medical centre take into account the growth in the area? We have heard that a large number of new houses are likely to be built in the area. Will there be enough GPs in the area to cover the increased numbers of patients?

We are currently struggling for space so we have been unable to recruit new GPs because there are no consulting rooms available to host them. The new building will provide

additional clinical space and will enable us to attract new GPs to come and work in the area which will increase the capacity within the three surgeries.

32. What use will be made of locum Doctors?

| Our -intention is to limit the use of locum doctors where possible. The new facility will provide greater space and improved amenities, making recruitment of permanent GPs much more likely.