



Crescent Surgery  
68 Palmerston Road  
Bournemouth  
Dorset, BH1 4HT

Tel: 01202 393755

5<sup>th</sup> August 2019

The team at Crescent Surgery would like to take the opportunity to write to you personally to inform you about important forthcoming changes. Your registration will not be affected, and you do not have to take any action as a result of this letter.

You will be aware from the media that there has been increasing pressures placed on General Practice nationally. In order to increase our resilience and safeguard the patient services we provide we have worked as a branch site of Providence Surgery for some time, sharing patients and services seamlessly. To further safeguard the services we provide for the patients and to remove the barriers brought about by being on different premises, we have chosen to relocate Crescent Surgery to 14 Walpole Road which is adjacent to Providence Surgery.

Transferring Crescent Surgery to 14 Walpole Road will give you easier access to the services provided at Providence Surgery and will eliminate confusion as to the location of your appointment. The new site will be refurbished to a high standard prior to the relocation and will be big enough to accommodate the patients from Crescent Surgery, with the two surgeries sharing an entrance, reception and waiting areas. The new location has disabled access and parking facilities with nominated disabled bays.



### What does this mean for you?

- 1) As of 1<sup>st</sup> December 2019 Crescent Surgery will transfer to 14 Walpole Road. Please be assured that we will retain our administration staff and team of GP's. The telephone number for the Surgery will remain the same.
- 2) You will still be able to access all the services that were provided by Crescent Surgery as well as the services available at Providence Surgery. These include quick access to the following services:

- GP and Nurse appointments
- Morning open surgery for urgent needs
- In house Physiotherapy Services
- In house Ultrasound Scans
- Full range of dedicated clinics – Asthma, Diabetes, COPD, Hypertensive
- In house Pharmacists for prescription requests
- Weekend appointments
- In house Psychiatric Nurse
- Full Contraceptive Services
- In house Life Coach
- Same day service for urgent medical needs

We understand that you may have questions regarding the changes, we have attached a list of common questions and answers to this letter. You can also find information regarding the changes on our website <https://www.crescentsurgery.co.uk>

If you have further questions, please telephone Maren Ni'man on 01202 395195 and she will be happy to discuss your questions with you. We are looking to arrange a patient opening evening at the new location to give you an opportunity to view the new premises; please check the Surgery website for venue dates and times. This is an exciting time of change for all of us at Crescent Surgery, whilst we will all work extremely hard to minimise the disruption, we are grateful for your understanding during this time.

Yours faithfully

Crescent Surgery Team



### **Crescent Surgery Relocation**

We are delighted to announce that Crescent Surgery will be relocating to 14 Walpole Road on 1<sup>st</sup> December 2019.

#### **Q) Why are you relocating?**

A) Bringing the Crescent Surgery to a location adjacent to Providence surgery bring will allow us to centralise patient services; and will give patients access from one location to a wide range of GP's with specialist knowledge as well as a variety of enhanced clinical services. This will provide patients with a wider range of options in order to cater to their health needs and consistency of location so there will be no confusion as to the location of an appointment. In addition to this, consolidating the two surgeries and the services they provide allows us to increase our resilience and safeguard the job opportunities for staff.

#### **Q) Is this move supported by NHS England and Dorset Clinical Commissioning Group?**

A) We have discussed our plans with NHS England and Dorset CCG both of whom are supporting the proposed plans.

#### **Q) Will the practice name remain Crescent Surgery?**

A) Yes.

#### **Q) As a Crescent Surgery patient do I need to do anything?**

A) No, you will automatically be transferred to the new centre.

#### **Q) When would the changes be completed?**

A) Following meetings with Dorset CCG we aim to have relocated by the 1<sup>st</sup> December 2019.

#### **Q) Will I still be able to collect my medication from my usual pharmacy?**

A) Yes you will be able to collect your prescriptions from your usual pharmacy.

#### **Q) Will I still have the same access to appointments?**

A) Yes the surgery will retain the current appointment booking system and the same telephone number; and the same types of appointments will be available to patients (i.e. same day appointments, telephone triage appointments, pharmacist appointments, physio appointments etc.).

#### **Q) Does this mean waiting longer for GP and Nurse appointments?**

A) No there will be no change to the number of GP and Nurse appointments available to patients of both Crescent Surgery and Providence Surgery.

#### **Q) Will I still be able to see the physiotherapist?**

A) Yes you will still be able to see the physiotherapist as well as all the other services we provide for patients.

#### **Q) Would the changes affect access to other services in the community such as midwives, district nurses or health visitors?**

A) No, patients receiving care from the community-based services either at home or in the practice will not be affected.





Crescent Surgery  
68 Palmerston Road  
Bournemouth  
Dorset, BH1 4HT

Tel: 01202 393755

**Q) Will it be more difficult to get through on the phone?**

A) No - we will be retaining all reception and administration staff so there will be no change in the number of staff answering the phones, and therefore it will not be more difficult to contact the surgery on the telephone.

**Q) Will the surgery now remain open until 6pm on a Friday?**

A) Yes the Crescent Surgery will adopt the opening hours of Providence Surgery, which are as follows:

Monday – Friday 0830-1800 (doors close between 1300-1400 but phone lines remain open)

**Q) Will I still be able to see the same doctor and reception staff?**

A) Yes we will retain all the same staff.

**Q) Will there be enough seating in the shared reception and waiting area to accommodate the Crescent Surgery patients?**

A) Yes we will be expanding the waiting area by creating an 'over flow' waiting area in the new location which will be interconnecting with the current waiting room at Providence surgery.

**Q) What will happen to my notes?**

A) All patients notes will be securely transferred to the new location and we will be adhering to data security and confidentiality legislations as well as seeking LMC (Local Medical Committee) advice.

**Q) I opted out for sharing my medical data with other NHS services, will I need to opt out again after the merger?**

A) No, this information is already on your computer medical record so therefore this will remain on there after the practices merge.

**Q) I currently live out of the surgery area; how will this affect me?**

A) The same terms will apply. If you live out of area you will not get home visits, your request for this should be referred to NHS 111 and they will arrange for a GP to visit you. Please note if this happens more than 3 times you will be asked by NHS England to register with a surgery closer to your home.

**Q) Transport and Parking facilities**

A) The new location of 14 Walpole Road is very close to the current location of Crescent Surgery – only 0.2 miles away. There are good public transport links on a number of bus routes, off-road and on-road parking, a number of allocated disabled parking bays and disabled access.

**Q) How are you planning to keep patients informed of the progress of the changes?**

A) The Patient Participation Group will be actively involved with communication. Updates will be available in the form of postings on the websites, on the TV and posters in the waiting area and an open evening at the new location.

**Q) Would I have to stay with the practice?**

A) No, if you do not wish to remain with the practice you are free at any time to register with another GP practice, provided you live within their practice boundary. NHS.uk online provides information on other local practices.





Crescent Surgery  
68 Palmerston Road  
Bournemouth  
Dorset, BH1 4HT

Tel: 01202 393755

