

CHANGES TO WOODLEA HOUSE SURGERY

You will be aware from the media that there has been increasing pressures placed on General Practice nationally. In order to safeguard the services, we provide for our patients we have chosen to work with our nearest GP neighbours, Strouden Park Medical Centre. The Medical Centre is a new purpose-built building, big enough to accommodate the patients from both surgeries with plans to extend further. Strouden Park Medical Centre has disabled access and parking facilities with nominated disabled bays.

The questions and answers are shown below, this should answer some of the questions you may have regarding the changes:

- **Q) What will be the proposed merged practice name?**
 - A) Woodlea House at Strouden Park Medical Centre
- **Q) As a Woodlea House 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 complete the changes by April 2020.
- **Q) Will I still be able to collect my medication from my usual pharmacy?**
 - A) There will be no change to where you collect your prescriptions or medication from.
- **Q) Would there be improved access to appointments?**
 - A) We will continue to review the availability of appointments regularly to ensure patients have access to the care they need. If you need to be seen by a GP urgently you will not be turned away.
- **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.
- **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) 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, posters in the waiting area and patient participation group meetings.

If you have further questions, please telephone/write to Linda Branch at the surgery or email: Linda.Branch@dorset.nhs.uk and she will be happy to discuss your questions with you.

This will be a time of change for all of us at Woodlea House Surgery, whilst we will all work extremely hard to minimise the disruption, we are grateful for your understanding during this time.

Yours faithfully
Dr Andrew Rowland