

## **New Premises for Woodlands Surgery: your questions answered**

### **Why do we need a new surgery and where's the new site?**

We do not yet know where the new premises will be. Our move to 32-34 Station Road in 2005 was intended as a temporary move. We lease our premises and this ends in October 2014. Some of the reason for moving from Brooklands Avenue to Station Road in 2005 was to be in the cb1 area and to be part of the station re-development. The city council granted outline planning permission for the cb1 area in 2008 and one of the planning conditions is to re-locate Woodlands Surgery to a permanent home. We have had on-going discussions with our landlord, Brookgate plc about the location of a permanent home; but to date we have not reached an agreement with them. In addition to these discussions we are looking for possible premises that might become available outside the central station area but still close enough to be convenient for our patients.

### **Why else does the practice need alternative premises?**

The existing premises are not purpose built, they are cramped, not easy to use or maintain and do not allow us to provide all the services we would like. Since 2005 the practice has changed and more patients want to register with us. Our registered patient population has increased by more than 25% during this time. The current surgery does not now have enough space for the doctors and nurses to offer you all of the services we would like to provide. The surgery would like to find new premises because:

- The current building is not big enough to cope with the demands of patients. If we had more consulting rooms, for example, we could offer more appointments for patients and a wider range of services.
- The Partners strongly believe in the benefits of training new doctors but simply cannot do this due to a lack of suitable space.
- The current premises are located on 4 floors, the stairs are hard for some patients to manage and the building is not efficient to maintain.
- The current consulting rooms do not meet modern healthcare standards and confidentiality is a problem.
- The space available in the current building makes it difficult to satisfy the requirements of the Disability Discrimination Act. For example we only have one consulting room on the ground floor.
- We would like our staff to have better working conditions; in particular confidentiality in the reception area should be better.

### **What will the new surgery contain?**

We plan for any new building to be big enough to meet the existing and future demands for the provision of medical services to our patients. It would have a fully equipped teaching area and ensure improved working conditions for all of our staff. Each of the doctors and nurses would have their own working area and there would be enough office accommodation and treatment rooms to meet demand. Our District Nursing team and Health Visitor will also be accommodated in the new premises which will allow us to work with them in a more integrated way.

Improved patient facilities would include more toilets, a modern waiting room, extra patient services such as a fully equipped treatment/minor surgery area and a large meeting room which could provide space for group activities. We would hope that the new premises would be fully compliant with modern disability standards.

### **What extra services could a new surgery provide for patients?**

The practice would like to provide extra services such as the following:

- more complex minor surgery
- although the practice already offers extended hours, a new surgery would allow us to consider additional opening times
- increased availability of appointments
- group sessions eg exercise classes, life style classes
- more of the types of services normally provided at the hospital or other local clinics but which can be safely done in general practice

### **What will be the benefits for patients?**

The new surgery will offer:

- improved safety and security
- better access for people with disabilities
- improved privacy and dignity arrangements, improved access, better quality and more comfortable facilities
- more appointments

### **What will happen if we don't find new premises?**

We hope very much this won't happen; but if it did unfortunately this might mean the closure of Woodlands Surgery. Patients would be allocated to other GP surgeries in the city or would be free to choose a different one. The Partners and the Primary Care Trust are working together to ensure this does not happen and we consider there is only a small risk of the surgery having to close.

### **Will there be good public transport links and car parking?**

This will depend on the exact location; if we remain in the cb1 area then we know there are good public transport links which should improve when the guided bus finally opens. Car parking will be a challenge in any new premises; the city council only approve a small number of spaces with any planning application. However, as the transport survey completed in November 2010 told us patients do need car parking especially when bringing a sick relative or child to the surgery. We anticipate that car parking will be the most difficult issue to solve as and when we find suitable premises.

### **Who does the practice serve?**

Woodlands Surgery has about 7,100 patients who live in Cambridge city boundary. We accept patients within the boundary of Cambridge City, south of the A14 & Kings Hedges Road, north of a line roughly following Granchester Road, Long Road, Babraham Road, Worts Causway and across the southern part of the city, east of the M11 & west of Airport Way, Gazelle Way and Yarrow Road. The practice has six doctors who are all partners, three practice nurses, three secretaries and a reception team of five staff. The administration team is led by the Practice Manager.

### **How can I get more involved in planning services for the practice?**

The practice is in the process of establishing a patient group who would be consulted on the development of the surgery and future services. If you would like to get involved, please contact Ms Kallie Walker, Secretary on 01223 697600 or email [clinical.woodlands@nhs.net](mailto:clinical.woodlands@nhs.net)

### **Do I have to register with a new doctor?**

No, the surgery will continue to treat its existing patients throughout any development of new premises and afterwards. However if you wanted to move to another surgery which is more convenient for you, you could do so. To find out how to change doctor call Anglia Support Partnership on 01223 477766 or look online at [www.nhs.uk](http://www.nhs.uk)

### **Can I talk to someone about what these proposals mean for me?**

Yes. If you need any help with understanding this letter you can ask our reception to arrange a meeting with Mrs Rachel Galloway, Practice Manager.

### **Will the surgery keep me up to date with any further plans?**

Yes, the surgery will keep you up to date with any further plans and developments. Whilst it might be preferable to keep our patients informed of developments as they arise we are sure you realise that some negotiations may be commercially sensitive and we would therefore be unable to share everything with you.