

The Redcliffe Surgery

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Dear Patients, Families and Service Users of Redcliffe Surgery,

We are writing to you with an update on the Redcliffe Surgery's relocation to the Violet Melchett Centre, Flood Walk, Chelsea, SW3 5RR and 1A Chelsea Manor Street from October 2022.

Before the planned move, we would like to engage with you to get your views and thoughts so that we can work together and benefit from a smooth transition to our new location. This is also your opportunity to let us know how we might help support you better throughout the move and beyond.

Patients already registered with us will remember that we first wrote to you in March 2018 regarding our potential plans. For the benefit of our new patients and a refresh of the arrangements for our existing patients, further information regarding the move is enclosed within this letter.

There are a number of ways in which you can provide your thoughts and views:

1. By attending one of our online 'Zoom' engagement events:
 - a. 2:00 pm on Monday 20th June
 - b. 6:00 pm on Wednesday 22nd June
2. Attending a meeting in person
3. Do a short questionnaire via: [The Redcliffe Surgery Survey \(google.com\)](https://www.google.com)
4. Emailing the surgery with your feedback: redcliffe.relocation@nhs.net
5. Coming into the surgery to fill out a feedback form.

If you have difficulty in reading or understanding English and would like information on the planned move in a different format, such as in a foreign language, please contact us at redcliffe.relocation@nhs.net. We will make reasonable attempts to meet specific needs.

To register for our Zoom meetings or your interest in a face to face event, please email at redcliffe.relocation@nhs.net or call the reception team at Redcliffe Surgery on **0207 460 2222**.

If you cannot attend these meetings you will be able to pick up a summary note of these from the Practice.

We would like to reassure you that all our registered patients will remain on our list unless they choose otherwise.

Our aim continues to be to deliver excellent health services in modern facilities for our patients and service users. Your feedback on our plans will be greatly appreciated

Yours sincerely,

Dr Fiona Butler
GP Partner

Warwick Young
Managing Partner

Dr Tim Rees
GP Partner

Further information:

1. Background

In 2018 we informed patients that NHS West London Clinical Commissioning Group (CCG), now known as NHS North West London Clinical Commissioning Group (NWL CCG) was developing a health and care centre at Violet Melchett Centre that aimed to provide patients access to a range of health and wellbeing services.

The CCG offered all GP practices in the area the opportunity to relocate to the centre, and the Redcliffe Surgery expressed an interest that was approved.

As well as your regular GP surgery service, the centre will provide a joined-up health and care service.

The new centre will:

- help people access services that promote a healthy lifestyle and encourage everyone to live well for longer;
- encourage and support people to take care of their own health and wellbeing and that of their family and friends;
- provide better support for people who are elderly and frail making sure they spend as little time away from home as possible and helping them to return to the lifestyle and activities they enjoy where possible; and,
- develop teams of different health professionals to provide more support in the community, particularly for people with long term physical and mental health conditions.

The Violet Melchett Centre is located at **Flood Walk, Chelsea, SW3 5RR** which is 1.1 miles away from the Redcliffe Surgery and is just off the Kings Road and served by several local bus routes. In addition to the space at Violet Melchett, the centre will have facilities at **1A Chelsea Manor Street, SW3 5RP**, 50 metres from Violet Melchett. The Redcliffe Surgery will operate across both sites. The Chelsea Manor site will provide additional consulting, office and meeting space.

Many of our patients will be familiar with Violet Melchett Centre as the location they attended for their covid vaccination.

2. Redcliffe Surgery's vision

The move will improve our ability to accommodate GP trainees, clinical support staff and bring in new services that we wish to offer, as well as other benefits, including:

- ✓ Additional consulting rooms
- ✓ Improved disabled access into and around the premises
- ✓ Access to health and wellbeing services within the same building
- ✓ Improved staff facilities including meeting rooms

3. Travel and service arrangements

Attendance at Violet Melchett / Chelsea Manor Street will be encouraged. However, we have listened to your initial concerns regarding the additional travel to the centre and are pleased to be able to offer to our patients with reduced mobility our satellite GP service located at the **Earls Court Health and Wellbeing Centre** located at **2b Hogarth Road, SW5 0PT**. This facility is for those who may find the additional travel difficult. Home visits will continue as usual for all patients.

Before the move we will provide specific information to all our patients of the transport links, including up-to-date public transport routes and times, and this information will be displayed on our web-site permanently.

4. Benefits of the proposed move

We believe that there are significant benefits for our patients in moving to the new integrated care centre.

Additional services The vision for the centre is to provide patients with access to a range of health and wellbeing services within one building. These services include social prescription, services promoting wellbeing, specialist weight management, podiatry, and mental health support. This should mean fewer visits for our patients to different locations to see health professionals. Also, care will be provided in new modern facilities designed to the latest standards, and fully accessible for the disabled.

Additional space

The Practice will gain additional consulting rooms which we need. We currently occupy 342m² of space at 10 Redcliffe Street comprising of 8 clinical consulting rooms plus auxiliary rooms, which is not enough to accommodate our expanding team and deliver new services.

The increased space available for the Redcliffe Surgery at the Violet Melchett Centre and Chelsea Manor Street will be 629m² with the use of 10 primary care consulting rooms and additional auxiliary rooms which will be accessible to the Practice, local practices in our Primary Care Network (PCN) and to community and voluntary sector organisations to hold training sessions and awareness events for patients for instance. The additional space of 287m² is not available or feasible in the future at 10 Redcliffe Street.

Better quality premises

While the premises at 10 Redcliffe Street are of a good standard in terms of quality within a four-storey converted Victorian town house, there are significant issues of accessibility and compliance with statutory and healthcare building standards, which cannot be resolved due to the physical restrictions of the building. We also have no ability to expand to accommodate our GP trainees, additional clinical support roles and the new services that we wish to offer.

End of the lease on 10 Redcliffe Street

Furthermore, the property at Redcliffe Street, is subject to a commercial lease arrangement which has lapsed, and long-term renewal is not an option.