

Closure of Oakwood Surgery - Q&A Guide:

Why is Oakwood Surgery Closing?

Built in the 1980's, the Oakwood Surgery building is now over 40 years old. As the building currently stands, it has many structural limitations, such as poor natural light and ventilation, which not only make for a difficult work environment, but also limits what services we can provide to our patients. We also recognise that the steps inside and outside the practice are a struggle for patients and staff with limited mobility.

By closing Oakwood Surgery, we can reallocate resources more efficiently and focus on providing more services and improving patient access at our other sites.

Will I need to re-register with PMP?

No, as Oakwood Surgery is part of the same Practice as Chaddesden and Borrowash Surgeries, you will not need to re-register.

How will this affect how we make appointments?

As all the Surgeries are on an integrated system, you can continue to book appointments in the same way, with the same contact numbers. However, patients who prefer to book their appointments in person at the reception desk, as opposed to over the phone, will need to do so at either Chaddesden or Borrowash Surgery.

Will this affect appointment availability?

This change should not affect your ability to book an appointment with one of our clinicians. By closing Oakwood Surgery, we will be able to reallocate more resources to improving appointment availability at our other sites.

Will I still be able to access the same services at the remaining sites?

Yes, you can access the same services that were provided at Oakwood Surgery at our Chaddesden and Borrowash sites.

Can I choose which of the two remaining sites to visit?

You can book appointments at either of the 2 remaining sites, but if one of the sites is easier for you to get to, or if you prefer a particular Surgery, please inform our care navigators (reception staff) and they will aim to facilitate your request as far as possible.

What if I can't get to Chaddesden or Borrowash?

Chaddesden Surgery is a short distance (0.9 miles) from Oakwood Surgery and both the Chaddesden and Borrowash Surgeries have a bus stop located close by, which we hope will help patients when travelling to the other sites. However, we recognise that this may prove difficult for some patients, in which case you could, where appropriate, request a telephone consultation or submit an eConsult.

Alternatively, you may choose to register with a different Practice in the local area. You can find an alternative practice by using the 'Find a GP' search option on the NHS website. Should you choose to register elsewhere, you will need to contact the relevant Practice and complete a New Patient Registration form.

How will this change affect home visits?

If you are one of our housebound patients, this change will not affect you and a clinician will still come out to see you at your home.

Please note home visits are limited to housebound patients, i.e. those who are unable to leave their home without requiring significant assistance, or if leaving their home would cause significant distress or decline in health. This includes those who are temporarily housebound.

If you're unsure whether you meet the criteria for being housebound, please feel free to contact our team, and we will be happy to assist you.

How will elderly or disabled patients be supported with the change?

We understand there may be concerns that this change will be challenging for our elderly and disabled patients, however we are committed to ensuring continued access to care for all our patients. Our Chaddesden and Borrowash sites are fully accessible, with step-free entry, disabled parking and accessible facilities. We will also continue to work alongside carers to make the transition as smooth as possible.

Will this affect what pharmacy I can go to?

This change will not effect what pharmacy you go to and we will continue to send your prescriptions to a pharmacy of your choice. If you have one preferred pharmacy, please let us know and we can record them as your nominated pharmacy on your medical record. This can always be amended at your request.

Who can I contact for more information or if I have any concerns?

We hope to have addressed any concerns or worries, but if you have any further queries or comments, please do not hesitate to get in touch in one of the following ways:

- Speak to our care coordinators at the reception desk, who will be able to redirect your query to the appropriate person.

- Leave a comment in the comment box held at either Oakwood, Chaddesden or Borrowash Surgery.
- Email the practice - ddicb.c81051-reception@nhs.net

Please note we will also be holding an information evening in due course and you will be notified of this again once a suitable time and date has been confirmed.

The Park Medical Practice