

Frequently asked questions (FAQs)

• Who has proposed these changes?

Palfrey Health Centre GP Partners submitted a relocation application due to the current premises no longer meeting the needs of the practice and the chance to relocate to a modern new site is a great opportunity for both our patients and staff.

• Why is my surgery potentially moving?

Relocation will provide our patients with a modern facilities-managed healthcare environment, offering greater space and better access and parking.

• How many patients would be affected by this change?

The amount of patients registered at Palfrey Health Centre that would be affected, is 5150.

• What will be the benefit to patients?

The proposed 'Saddlers site' offers benefits such as ample public car parking and disabled parking spaces. Additionally, a modern facility with greater space for clinical rooms, administrative space and patient waiting area will meet the current and future needs of our patient population. Consequently, services will be brought together, to enhance clinical quality and practice resilience, run more efficiently and continue to deliver high quality of care to patients.

• How close is the current site to the proposed relocation site?

In terms of distance, the Saddlers site is 0.8 miles away from Palfrey Health Centre's current site and is well served by public transport. It is a three-minute drive in the car and 16-minute walk from our current location.

• Where would the closest pharmacies be?

There are many pharmacies in the area, you can request repeat prescription from your nominated pharmacy who will order from the practice on your behalf.

• If you move building, will there be less appointments and longer waiting times to be seen?

Not at all, patients would experience the same service they currently receive as all the staff would move over to the Saddlers site.

• I don't drive, how would I get to The Saddlers Shopping Centre?

There are several ways you could travel such as public transport, walking, taxi or a lift from a friend/relative. The new site is 1 minute walk from Saddlers Centre bus station.

• I am housebound, would someone still be able to come and see me at home?

Yes, our PCN Paramedic team cares for patients across all four of our member GP practices so this service would continue, and we would advise you to follow the usual process (calling the practice or stating so on your Total Triage form).

• **What do I need to do?**

You wouldn't need to do anything in preparation, we would keep all our patients updated throughout the process, for example, letting them know the surgery closing date etc.

• **What will happen to my medical records?**

As most records are electronic now, your records would be readily available as soon as the surgery moves.

• **Will I still be able to see my usual GP or clinician?**

Yes, the staff would also move to the Saddlers site so you would continue to see the same healthcare professionals.

• **Will there be adequate parking at the new location?**

Yes, there's car parking spaces and disabled car parking spaces are also available.

• **Will the new location be accessible for disabled people or those with mobility issues?**

As mentioned, the practice has disabled car parking spaces as well as accessible entrances.

• **What if I don't want to continue being a patient at this practice?**

If your preference would be to register with a different practice, you will find details of other practices in your area on the NHS Choices website www.nhs.uk or by telephoning NHS England Customer Care Contact Centre on 0300 311 2233.

• **How can I share my views on the proposed changes?**

We would like to hear your thoughts on this proposal to move:

- PPG meeting — Wednesday 26th November, 5pm at Palfrey Health Centre.
If you plan to attend the PPG session, please call the practice on 01922 627788 to confirm attendance.
- Survey — complete a short survey, <https://www.palfreyhealthcentre.co.uk/2025/11/10/potential-practice-relocation/> or collect a paper copy from our practice and hand it to the reception team once you've completed it. If you require the survey in a different format or language, or if you need help completing this, call 01922 627788. Deadline: 5th December 2025.
- Drop-in session at Palfrey Health Centre — if you want to find out more about the potential relocation, come along to the session on Wednesday 26th November from 2pm - 4pm.