Proposed

Surgery Development

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Frequently Asked Questions (FAQ)

Where will the new Practice be located?

Should approval be given the new practice will be located on land just south of Sainsbury’s superstore at Westwood Cross.

Will I need to register at a different surgery?

No – all existing patients will remain on the practice list unless they choose not to. There will be a new boundary that will only apply to new patients wanting to join the practice should the proposal go ahead.

Will there be adequate parking for patients, including disabled parking bays?

Adequate parking will be allocated, including disabled parking, within the confines of the surgery site.

If the decision to move has already been made what is the point of this consultation?

No decision has yet been made on either the development or the new surgery. NHS Kent ICS will consider the application for a new surgery and balance that with the health needs of the local population, current and anticipated demand. In line with this a public consultation has been arranged to gather the views of the public. The results of which will be included in the Business Case for a decision to be made.

Will a variety of appointments be available?

It is appreciated that not every patient has the ability to communicate with us electronically, as such face to face, telephone and video calls will still be available to patients, as well as the ability to communicate with the surgery via e-mail. Where clinically appropriate, home visits will also still be undertaken.

Will parking be free?

The parking area is designated as surgery property and we are not aware of any plans to charge for parking whilst attending the surgery.

No notification of closure of the present surgery had been made and no planning permission, as an outline or final, has been approved. This consultation seems a bit presumptive.

No decision has yet been made on either the development or the new surgery. NHS Kent ICS will consider the application for a new surgery and balance that with the health needs of the local population, current and anticipated demand. In line with this a public consultation has been arranged to gather the views of the public. The results of the consultation will be included in the business case as part of the a decision making process. Whilst an outline application has been submitted with respect to the overall site, we are only a part of this proposals and have our own process to go through prior to a decision in relation to the practice being made as outlined above.

Will there be additional services available like a dentist or will this solely be doctor’s surgery/practice only?

There are currently no plans to include additional services such as dental, however, conversations are being had with other local health care providers, such as health visitors and community nurses about them using some of the space .

Any change is difficult but needs to reflect both the social and practical needs of the patients which is paramount.

Every aspect of this proposal is being considered with scrutiny being applied by NHS Kent ICS. Part of that process is to undertake a public consultation, Equality Impact Assessment and Quality Impact Assessment.

Will there be better access to the surgery than there is now?

The proposed surgery will be purpose built and compliant with modern regulations. This will include easy access for those with mobility problems and wheel chair users. The new surgery would also enable us to offer group consultations/education events as well as social events run by our patient group or practice champions.

Will there be more GPs in the doctors’ surgery to cope with the increased demand that new housing will create?

A new, larger, building that has been designed to cope with the additional population will allow the surgery to employ additional staff. The current surgery space now prevents us from recruiting additional staff due to no rooms/space for them to consult in as well as no office space for more administration staff.

Will the existing GP surgery remain open or will it be replaced?

It is proposed that the current Grange Practice outdated floor will close once a new surgery has been provided, however, East Cliff Practice will be remaining on the site so the Montefiore Medical Centre will still remain open.

Looking at the masterplan, will there be enough room at the new site to expand the services?

The proposed location gives the flexibility to expand should the need arise.

Will the surgery offer allied healthcare facilities such as optometrists, chiropodists and dental?

There are currently no plans to include allied healthcare services such as dentistry, Health Visitors, optometrists or chiropodists at the proposed site.

The existing medical services are already stretched. Will waiting times for consultations become longer?

It is anticipated that by moving to a new site the challenges facing us will be eased and the ability to provide care to a greater number of people will be improved.

When will the surgery be built?

Should approval be given, the surgery will be built at the start of the development, without waiting for a “tipping point” of other elements of the development on the adjoining site to be completed.

Will there be any issues in attracting and retaining doctors?

This is unknown but the new premises will allow us to be able to increase our GP training.

Will there be any recruitment for nurses and health care support workers?

It is possible that greater opportunities will arise for employment of additional clinical staff

Will it make it harder to get an appointment?

It is anticipated that by moving to a new site the challenges facing us will be eased and the ability to provide care to a greater number of people will be improved.

Will the new surgery be on a bus route or have a bus stop?

There are currently bus stops on the Sainsbury’s site that are within walking distance. At the current site, the bus stops are not located outside the surgery but again, within walking distance.

I find it very difficult to see my specific doctor now so surely the bigger the surgery - more problems!!

You are welcome to consult with the clinician of your choice. However, if you wish to see a specific person there may be a longer wait. All of our patients have an ‘allocated usual GP’.

Will the first floor have privacy windows so that they don’t overlook private residences?

The design has not yet been finalised but it is anticipated that all privacy concerns from both nearby houses, the surgery and patients will be addressed.

Will The Grange Practice merge with another practice in the area?

There are currently no plans and it is not anticipated that The Grange Practice will merge with another practice.

Will the reception be more private?

Yes. The design will incorporate privacy areas.

What sort of visiting screening services are envisaged?

The future of different services being provided at the site, outside of the normal General Medical Services provision have not yet been decided.