

HASTINGS MEDICAL CENTRE
919 Spring Bank West
Hull
HU5 5BE
Tel 01482 351219

<https://www.hastingsmedical.nhs.uk/>

September 2023

Dear Patient,

HASTINGS MEDICAL CENTRE SITE REDEVELOPMENT
**Temporary relocation of GP Practice to The Westbourne Centre, 81 Westbourne Avenue,
Hull HU5 3HP**

You may already be aware that we have for some time now been planning improvements to our premises at 919 Spring Bank West.

I am delighted to announce that funding has been secured from NHS England and together with investment by the GPs, we are now in a position to proceed with an extension to and upgrade of the existing facilities. This is excellent news for the patients and staff at Hastings Medical Centre and will allow us to develop the services provided.

The plan is for a substantial refurbishment so it will be impractical for us to remain on site during the renovations. We are therefore temporarily relocating to alternative premises for approximately 6 months.

The seasonal 'flu clinic will be held at Spring Bank West on Saturday 14 October 2023 as planned. **From Monday 16 October 2023, services will be delivered from The Westbourne Centre, at 81 Westbourne Avenue, HU5 3HP.**

Our telephone number will remain the same, and the staff are moving so you will see familiar faces at the reception desk and your appointments will be with our regular GPs and nurses.

We looked for alternative premises closer to the Spring Bank West location but nothing suitable was available. The Westbourne Centre is less than 2 miles from where we are now and is within the practice boundary. I understand that the change of location may not be as convenient for you, but please remember this is for a limited period and the changes to 919 Spring Bank West will benefit all patients in the years to come.

If you plan to drive to The Westbourne Centre, please note there is limited patient parking, but this is shared with the others attending appointments with other providers. You may be able to park on Westbourne Avenue itself too, but please check for parking restrictions before leaving your vehicle.

Details of public transport can be found using the following links.

<https://www.stagecoachbus.com/about/east-midlands/hull>

Telephone 0345 605 0605

<https://www.eastyorkshirebuses.co.uk/>

Telephone 01482 592929

We will try to minimise disruption and inconvenience for you during our time at the Westbourne Centre, and the following suggestions provide an alternative to visiting the practice.

If you need to order repeat medication, the most reliable and convenient way is through the NHS App or one of the other apps available. Details of the NHS App can be found on the web site using the following link <https://www.hastingsmedical.nhs.uk/prescriptions1.aspx?t=1> You can order medication through the NHS App at any time of day or night.

In some circumstances it may be appropriate for you to have a telephone consultation rather than seeing the clinician face-to-face. Please ask the Care Navigator if you would like a telephone call.

You might prefer the evening and weekend services that are delivered at The Wilberforce Centre and at The Elliott Chappell Health Centre. Please ask the Care Navigator for details.

In the coming days a frequently asked questions (FAQs) document will be posted on the website. If you have any other concerns or suggestions, please complete a form from reception, email us at reception.hastings@nhs.net or use the one on the website at the foot of the Contact Details tab.

Yours sincerely

A handwritten signature in black ink, appearing to read 'David Garwood', with a stylized flourish at the end.

Dr David Garwood

Senior Partner

For and on behalf of Hastings Medical Centre