

## Patient Information Sheet

### FAQs

#### Introduction

Waltham Forest Community and Family Health Services currently operate across two sites:

- Wood Street Health Centre (main site) and
- Forest Road Medical Centre (branch site)

The Practice is proposing to close its branch site at Forest Road Medical Centre and only operate from its main site at Wood Street Health Centre. The recently published Care Quality Commission (CQC) report is in support of this, as it is anticipated that patient care will improve as a result.

Waltham Forest Community and Family Health Services undertook a six week consultation with patients from 10 June 2019 to 19 July 2019. The feedback gathered from the consultation has been used to produce a list of frequently asked questions (FAQs).

We would like to thank all patients who took part in the consultation and will continue to work closely with patients until a final decision in regards to the proposal is made in autumn 2019.

#### **Q1. How will the closure of the branch surgery benefit patients?**

There are a number of benefits patients will experience from having the Practice only operating from one site. Some of those have been listed below:

- Improvement in patient access and ease of getting through on the phone, as the Practice is committed to changing its telephone system in the very near future
- A number of additional medical services are delivered from Wood Street Health Centre which will help improve patient experience
- Patients will have access to GPs with special interests from one main site
- Better patient care as there is a variability currently between both sites

#### **Q2. What action am I required to take?**

You are not required to take any action at this stage. This is only a proposal we are consulting with patients on at the moment. There will be no changes in relation to the services you receive currently. Please continue to access services as you normally do.

#### **Q3. When will patients be notified of an outcome?**

Patients will be informed of the final outcome in autumn 2019.

#### **Q4. Who can I contact if I wanted further information?**

If you would like any further information please contact the GP Practice on: **0208 430 7710** or email: [wfcfh.fandft@nhs.net](mailto:wfcfh.fandft@nhs.net).

#### **Q5. In both sites there are two doctors' Practices: In Wood St, Dr Ivbijaro & Dr Dhitall. In Forest Rd: Dr Ivbijaro and Dr Shantir's Practice. Should Dr Ivbijaro's Practice withdraw from Forest Road, what will happen to the other Practice?**

If the proposal to close the branch GP surgery of Dr Ivbijaro's Practice at Forest Road be approved, this will not affect Dr Shantir's Practice. Dr Shantir will continue to operate from Forest Road and there are currently no plans to relocate Dr Shantir's Practice.

**Q6. Will the entire building at Forest Road close?**

No, the entire building will not be closed if the proposal to close the branch GP surgery is approved. Other services running from the building will continue to operate as normal and will not be affected.

**Q7. A large building is being constructed on Forest Road adjacent to Thorpe Coombe Hospital which is advertised as a “Health and Wellbeing centre”. Will there be GP Practice in there?**

Thorpe Coombe Hospital is a North East London Foundation Trust (NELFT) development, which will have multi-disciplinary community services being delivered from it. As part of the planning process, having a GP Practice within its site was initially considered, however there was limited space to have a GP on site and there were adequate number of GPs already in the area that could serve the local population.

**Q8. Will there be more appointments available if the Practice consolidates onto one site?**

The same number of appointments will be available, but all appointments will be at one rather than split across two sites. This should see a decrease in ‘did not attend’ (DNA) appointments, as there should no longer be a mix-up between the two sites. Therefore we should be able to provide a more efficient appointment system, as patients will be able to be seen appropriately the first time rather than having to rebook missed appointments.

**Q9. Would there be an improved reception?**

We are in the process of recruiting a new Reception Manager who will oversee the functions of our reception team. The role of the Reception Manager will be to provide an efficient and effective reception and administration service which reflects the Practice values, meets patient needs and supports GP’s and colleagues in their work. This in effect should see an improvement in our reception.

**Q10. Would there be more GPs at Wood Street?**

Yes, because the GPs at Forest Road split their time between the two sites. If Forest Road is closed, then all their consulting sessions will be at Wood Street or by telephone.

**Q11. Would there be longer opening hours?**

The Practice will continue to be open from 08:00 - 18:30, Monday – Friday. The Practice also provides extended hours access on Saturday’s from 08:30 – 13:30 which will remain unchanged.

**Q12. How many patients attend Forest Road Surgery?**

For the period 1<sup>st</sup> April 2019 to 30<sup>th</sup> June 2019, the number of patients attending:

Wood Street: 6996 (75%)

Forest Road: 2332 (25%)

Total: 9328

N.B. 265 patients had multiple appointments.

**Q13. Are there sufficient rooms at Wood Street Health Centre to accommodate the staff from Forest Road?**

Yes, as there are technically no additional staff. All staff that work at Forest Road, also work at Wood Street. The Practice will be working with the CCG and Estates Team to ensure that there are sufficient rooms to meet the Practice requirements.

**Q14. Is there a financial saving by consolidating the two surgeries?**

The primary reason to consolidate the two surgeries is to improve patient care and is not driven by financial savings. The recently published CQC report is also in support of the GP Practice operating from one site. It is anticipated that patients will experience much better healthcare if the proposal is approved. The CCG is driving to help improve patient care above all else.

**Q15. Telephone access is currently really poor across both sites. What assurance can you provide to patients that this will improve as a result of the proposed closure?**

The Practice is aware of the issues with telephone access. To address this problem the Practice is committed to changing its current telephone system, which has been purchased and is awaiting a scheduled installation date. This will most likely be in late summer/early autumn.

Once the new telephone system is in place, this will enable the Practice to monitor and identify periods of high demand and redeploy administrative staff to assist with incoming calls. This should as a result reduce waiting times on the telephone.

**Q16. Patients are rarely seen on time for their appointments. The situation will only get worse once Forest Road patients start accessing services from Wood Street. How will you ensure services are run efficiently once both sites are consolidated?**

The Practice will be reviewing its appointment system to ensure that appointments are used appropriately. We will be encouraging patients to access more services online for routine matters, such as checking test results, bookings appointments and ordering repeat prescriptions. This should help in freeing up appointments which could be used more appropriately.

**Q17. What support is available to help me travel to Wood Street if I have a permanent or long term disability and cannot use public transport some or all of the time?**

Dial-a-Ride is a free service operated by Transport for London (TfL). Although you have to be a member to use Dial-a-Ride, membership is free. You are automatically eligible for membership if you are:

- A Taxicard member
- Getting the Higher Rate mobility Component of Disability Living Allowance (DLA)
- Getting the Standard or Enhanced Mobility Rate of the Personal Independence Payment (PIP)
- Registered blind or partially sighted
- Aged 85 or over
- Getting a War Pension Mobility Supplement

If none of the above apply to you, you may still be able to join Dial-a-Ride but you will have to undergo a paper-based mobility assessment to establish your eligibility for the service.

To request an application form or for more information, please call 0343 222 7777 (TfL call charges apply) or you can download the form and guidance notes below:

<http://content.tfl.gov.uk/how-to-fill-in-a-dial-a-ride-application-form.pdf>  
<http://content.tfl.gov.uk/dial-a-ride-application-form.pdf>

**Q18. Forest Road is the only site which provides family planning and sexual health services. What will happen if the branch site closes?**

Sexual health services are run by Barts Health NHS Trust and will continue to be provided from Forest Road. These services are also provided at a number of different locations across the borough. Please refer to Appendix 1 for a full list.

The Practice will continue to provide a free condom service for people who are eligible at Wood Street.

**Q19. Has the other doctor been consulted as to whether he can take on some or all of the patients who currently use Forest Road?**

Patients residing within the Forest Road area can register with Dr Shantir's Practice or any other Practice if they wish. If you choose to pursue this option you will be required to register as a new patient and complete the relevant registration forms. Please refer to Appendix 2 which contains a list of Practices that fall within a 1 mile radius of Forest Road.

We would like patients to remain with the Practice even if the proposal is approved, as we already have an understanding of your medical, social and psychological needs. You will continue to be registered with the Practice unless you make the decision to join another Practice.

Appendix 1

Waltham Forest Family Planning & Sexual Health Services

<b>Waltham Forest Satellites</b>	
<b>Harrow Road GP Practice</b>	
2 – 8 Harrow Road Leytonstone E11 3QF	Monday 12:15 – 19:00
<b>Boots Walthamstow</b>	
21 Selborne Road Walthamstow London E17 7JR	Tuesday 14:00 – 17:00 Friday 14:00 – 17:00  This clinic is appointment only, bookable online
<b>Forest Road Medical Centre</b>	
354 – 358 Forest Road Walthamstow London E17 5JL	Wednesday 12:15 – 15:00
<b>St. James Medical Centre</b>	
47 St. James Street London E17 7NH	Tuesday 10:00 – 17:00
<b>Silverthorn Centre</b>	
2 Friars Close Chingford London E4 6UN	Thursday 14:15 – 18:15

**Appendix 2**

**Practices within a 1 Mile Radius of Forest Road**

<b>Practice Name</b>	<b>Address</b>	<b>Telephone</b>	<b>Distance from Forest Road</b>
Dr Shantir's Practice	354-358 Forest Road, Walthamstow, London E17 5JL	020 8520 7115	0.0 miles
Claremont Medical Centre	27 Claremont Road, Walthamstow, London E17 5RJ	020 8527 1888	0.5 miles
Higham Hill Medical Centre	258-260 Higham Hill Road, Walthamstow, London E17 5RQ	020 8527 2677	0.5 miles
Penrhyn Surgery	2A Penrhyn Avenue, Walthamstow, London E17 5DB	020 8527 2563	0.5 miles
St James Medical Practice Limited	47 St James Street, London E17 7NH	020 3233 0870	0.7 miles
Queens Road Medical Centre	48 Queens Road Walthamstow, London E17 8PX	020 8520 2625	0.7 miles
The Firs Medical Centre	26 Stephenson Road, Walthamstow, London E17 7JT	020 8223 9840	0.8 miles
Lime Tree & Sinnott Healthcare	12B Sinnott Road Walthamstow, London E17 5QB	020 8709 3140	0.8 miles
Addison Road Medical Practice	Comely Bank Clinic, 46 Ravenswood Road, London E17 9LY	020 8430 7171	0.9 miles
The Bailey Practice	107 Shernhall Street, London E17 9HS	020 8520 5138	0.9 miles