

Patient Consultation – Proposed relocation of Shirley Health Partnership to the former Lidl Site on Shirley High Street (Near McDonalds)

Frequently asked questions (FAQ)

1. Why is Shirley Health Partnership considering moving to a new site?

The current Shirley Health Centre is an old NHS building which is no longer adequate, in terms of its size, facilities, CQC, and HBN11 standards, for the delivery of modern, Primary and Community Care Services. The Partnership has considered a number of alternative options since its merger in 2017 which has led to this exciting opportunity for both the patients and staff alike.

2. What are Shirley Health Partnership's plans for how services will change over time?

Shirley Health Partnership has set a vision for how they see patient care evolving and the move to a new site will enable the following:

- The partnership will become a community resource centre, where patients can get help with making the right lifestyle choices, as well as seek support from other services such as community based services and voluntary groups.
- Integration of primary and community services which will lead to improved patient outcomes and experience.
- Improved management of patients with complex needs and long-term conditions such as frail elderly people or those with mental health problems through joined-up working with community services.



3. Proposed Site Plan for Shirley Health Partnership

4. How will this proposed relocation affect my care?

There will be no change in the quality of care you receive, including home visits, because there will be no change to services delivered by Shirley Health Partnership, only a change in location to a purpose built health care facility.

5. Will I need to re-register with my GP?

No, you do not need to do anything. As a registered patient, you will automatically remain on the partnership list of patients. However, this does not affect your right to register with another local practice at any time if you choose to do so and you reside within their catchment area.

6. Will I be able to see the same doctors and nurses?

Yes, and all the services you currently receive from the GPs and Nurses will continue as before.

7. What will the opening hours be?

If the partnership relocates, its opening hours will remain the same.

8. Will I have to wait longer for appointments?

No, the partnership will continue to offer the same number of appointments if they relocate. The partnership will regularly review their capacity and will adjust access to their appointments if needed.

9. Will there be a change to online services?

The partnership will be using the same online services and so there will be no changes to this. Prescriptions can still be sent via the Electronic Prescription Service to a pharmacy of your choice. E-Consult service will continue to be available to all our patients and online appointments will be available to book when it is safe to do so post pandemic.

10. Do I have to change pharmacy for my prescriptions?

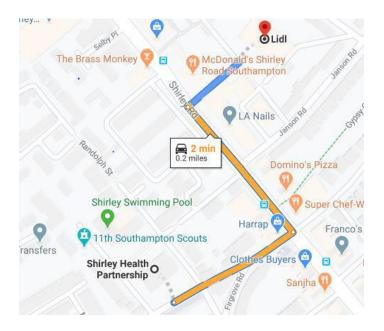
You can continue to choose where to get your prescription dispensed. Prescriptions can be sent electronically to the pharmacy of your choice, or if you receive a paper prescription, you can also take that to any pharmacy.

11. Will there be Wi-Fi at the new site?

It is anticipated that Wi-Fi will be available to patients whilst at the site.

12. Where is the former Lidl Site?

The proposed site location is shown on the image below:



13. How easy will it be to get to the new site?

The new site is accessible by nearby public transport, by bicycle, on foot, and by car. There will also be a large access controlled free car park on site, including disabled parking. There will also be dedicated space for bicycles and a drop off point for patients.

Shirley High Street has regular bus services provided by Bluestar, First Bus and Xelabus.

Below is a route map of the local bus services available from Shirley High street and a operators timetable for your information.

Shirley Health Partnership

A 2	Iravel Des	tinations and Operators				
Shirley	Shirley Determine		Monday - Saturday		Sunday	
S Charles N			A CONTRACTOR OF A	Evening	Daytime	
	Questioners Burnlay	Central Station, West Quay, Town Quay	30 mim	30 miles	30 mins	
	Buestar		15 mins	60 mins	30 mins	
	House II Antobus			peak (Mon, Weds, Fri)		
	UR Uni-lank	National Oceanography Centre, Town Quay, CRy Centre, Central Station, Inner Avenue, Portswood, University, Swagthäng, Wessan Lane, Airport	2110 mins	20 mins	15 mins	
	USA Uni-link	Night service: Lesure World, West Quay, Civic Centre, London Road, Royal South Hants Hospital, Portswood, Highfield Interchange, Arport, Eastleigh	60 mins (Friday and Saturday rights)			
CH XX	Wil Wheaters	City Centre, Inner Avenue, Portswood, Highfield, Bassett, Southampton Science Park	60 mins			
	2 Buestar		15 minu	60 mins	30 mims	
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	First Oty Re		B/10 mins	20 mina	15 mins	
	Hoppelle Xelabor		3 per deg off a	peak (Mon, Weds, Fri)		
	UR Uni-Brik	City Centre, Avenue Campus, University, Bassett Green, Chamberlain Halls	10 mins	20 mina	20 mins	
	Buestar		60 minu	Limited service	6 journeys	
1919	First The Three	Lordshill, Aldermoor, General Hospital, Shriley, Central Station, City Centre, Ocean Village, Woolston, Sholing, Thomhill	B/10 mins	30 mins	15 mins	
1/ 20	Huges X3 Xelabus		2 per dey CMa			
4 71 17 18 080	Buestar		30 mins	90 mina	60 mins	
	24 Pest Salent	City Centre, Dorson Village, Woolnton, Lowford, Locks Heath, Fareham, Portchester, Portsmouth, Southeas (Sundays)	30 mins	60 mins	60 mins	
218	3.6 Xelabus	Eastlengh, Airport, Mansbridge, Moorgeen, Hedge End	60 mims, (120			
No.	A5 Past Solent	City Centre, Ocean Village, Woolston, Lowford, Warsash, Farehain, Stubbington, Lee-on-the-Solent, Gosport	30 minu	60 mine	60 mins	
- S	6 Buestar		60 minu		120 mims	
	First City Re	City Centre, Woolston, Netley, Hamble	30 mins	60 mins	60 mins	
	US Uni-link	City Centre, RSH. Bevois Valley, Portswood, Swaythling, University, Bassett, Upper Shirley, General Hospital	20 mins	60 mins	60 mins	
	7 Buestar	Sholing, Wookton, City Centre, Central Station, Shirley, Millbrook, General Hospital, Londshill	30 mini		60 mins	
23	7 First City Re		10 mins	20 mins	15 mins	
4 7 17 18	X7/X7R Subshury Rody	City Centre, Central Station, Totton, Ower (for Paultons Park), Wellow (X7 only), Romsey (X78 only), Whitepansh, Salisbury	60 mins			
	8 Buestar	City Centre, Freemantle, Totton, Rushington, Marchwood, Applemore, Hythe, Holbury, Fewley, Calshot	60 minu	Limited service	4 journeys	
	First City Re	City Centre, Bitterne, Chartwell Green, West End, Hedge End	30 minu	60 mine	60 mins	
	9 Bluestar	City Centre, Central Station, Rushington, Hythe, Holbury, Fawley/Langley	20 mins	60 mins	30 mims	
7 X111X12 23	Piest City Re	Oty Centre, Northam, Bitterne, Sholing	30 mins	30 mins	7 journeys	
	US Uni-Brik	Townhill Park, Midanburg Portswood, Highfield, Tauntons College, General Hospital	2 journment			
4.7	ADD Xelabus	City Centre, Bitterne, West End, Bishops Waltham, Waltham Chase	051) mim 08	mins Sat)		
17 19	11 Buestad	City Centre, Central Station, Freemantle, Redbridge, Totton, West Totton	20 mins		60 mins	
AC 24	11 First City Re	City Centre, Woolston, Weston	2/10 mine	60 mins	15 minu	
X11	All Xelabox	City Centre, Central Station, Shirley, Upper Shirley, General Hospital, Lordswood, Lordshill	60 mims (60 s	nim Sat an)		
2 3 11	12 Blocks	City Centre, Central Station, Freemantie, Redbridge, Totton, Calmore	20 mins	60 mins	60 mins	
A 7 17 19	122 Xelabos	Ony Centre, Bedford Place, Banister Park, Freemantie, Regents Park, Shirley	6/7 journeys			
41/11/118		City Centre, Woolston, Bitterne, Harefield	30/60 mins	60 mins	60 mins	
	16 Bluestar	Ony Centre, Bitterne, Midanbury, Townhill Park	15 miles	60 mins	30 mins	
	17 Buestar	Weston, Wookton, City Centra, Central Station, Shirley, General Hospital, Aldermoor, Lonbihill, Lower Brownhill Road, Adanac Park	10minu	10mins	15 mins	
	18 Reporter	Milltrook, Shirley, Central Station, City Centre, Northam, Bitterne, Thornhill	710 minu	30 mins	15 mins	

14. Are there car parking facilities at the new site?

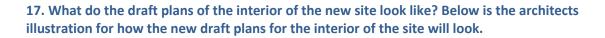
There will be a large access controlled free car park on site, which includes disabled parking spaces and a drop off bay for the convenience of our patients.

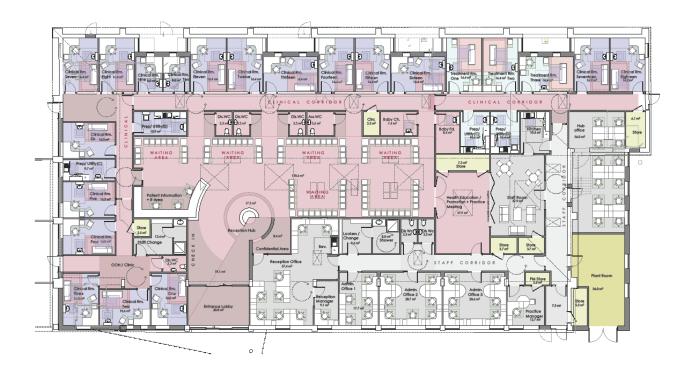
15. Will the new site have good access for people with a disability?

The building will be fully accessible to staff, visitors and patients with disabilities and meets the Disability Discrimination Act 2005 (DDA).

16. What are the downsides of Shirley Health Partnership relocating to the proposed new site?

The relocation will mean that some patients will have further to travel and that might be a challenge for them. (Although some may have less far to travel!) However, there are real benefits in having a modern, purpose-built healthcare facility which will be co-located with community and voluntary services.





18. Will a move cause much disruption to patient services?

There will be no disputation to patient services during this process. Once the consultation has been concluded by Southampton City Clinical Commissioning Group (SCCCG), if the decision is to relocate Shirley Health Partnership to the new site, the partnership will remain in the current building and will continue to work in the same way that it always has until the move to the new site is finalised. Patients will be kept fully informed throughout this process.

19. What happens if I do not want to relocate to the new site?

You have a choice of where you register with a GP Practice. If you wish to enquire about other practices closer to where you live, you can do so by typing in your postcode on the NHS Web website <u>www.nhs.uk/pages/home.aspx</u> NHS Web also gives further information about local practices, such as opening hours and patient satisfaction survey results. If you wish to change GP practice, you should contact the surgery of your choice directly and ask them to register you.

You do not need to consider moving practices now because we are only currently seeking your views on the proposed relocation before a decision is made.

20. Who else are you engaging with about this potential relocation?

We are also seeking the views of other organisations and groups involved in primary care in the area. For example, elected officials, other local GP practices, Healthwatch Southampton, local Pharmacies and voluntary groups.

21. Who will make the final decision whether to relocate the practice or not?

The SCCCG, along with NHS England Primary Care team colleagues, will review and analyse the results of the consultation exercise as well as the Equality Impact Assessment and other required investigations as part of the process. A report will then be produced which details the findings and will make recommendations.

The Southampton City Primary Care Committee will make the final decision; this is the body that makes decisions about the planning of local primary care services, including GP services and contracts. The members of this committee work across the local area.

22. What do I need to do now?

You are encouraged to share your views on this proposal.

There are various ways in which you can share your views with us:

- By questionnaire: A questionnaire is available for patients to complete at the surgery and can be found here https://www.shirleyhealthpartnership.nhs.uk/info.aspx?p=16
- Completed questionnaires can be handed in to the partnership or returned via email to soccg.shirleyhealthpartnership-ppg@nhs.net, or by post to Shirley Health Partnership, Shirley Health Centre, Grove Road, Shirley, SO15 3UA.
- Questionnaires are also available via survey monkey on the website <u>https://www.surveymonkey.co.uk/r/QPT2T9W</u>
- Virtual drop-in zoom events will be held online; details of which will be displayed at the partnership and on the website <u>www.shirleyhealthpartnership.nhs.uk</u> This will be the perfect opportunity to ask any questions you may have.
- Online: Information and the questionnaire will be available on the Partnership website <u>www.shirleyhealthpartnership.nhs.uk</u>