

Dear Patient,

As you may be aware, Green Meadows Surgery & Ascot Medical Centre will both be co-locating to **Brook House**, a modern, fully refurbished building located at the Heatherwood Hospital site. We are very much looking forward to moving to the new premises which is expected to be in the spring this year. We will update our website with information on when we will start to provide our services from the new site.

The new premises at Brook House, Heatherwood Hospital, forms part of the wider [Ascot Plan](#) which is to modernise primary and community care for local residents over the coming years and continue to improve on the health outcomes for local people.

### **Is this a merger of the two Practices?**

No, the two practices will be sharing the same premises, Brook House on the Heatherwood Hospital site. However, both practices anticipate closer working arrangements to benefit the population of Ascot through sharing skills and a range of services.

### **Why are the two practices co-locating?**

The general practice services in Ascot need to be updated and future proofed so that we can provide the high quality care that will be needed for the current and increasing population of Ascot.

### **Will I still see my own GP's?**

Yes, you will continue to see the GP's, nurses and the other members of the team that you are familiar with.

### **Reasons for change include:**

The co-location is essential to reducing patients' admission to hospital, improving care co-ordination, providing care closer to patients, and increasing self-management with patients and carers. It would not be possible to provide this kind of integrated care in the current Ascot primary care premises.

<b>Reason for change</b>	<b>Benefit of co-locating the two practices</b>
Demand on services which is set to increase further as the local population is set to increase between now and 2038	<p>The new premises offer capacity for population growth and modern fit for purpose facilities to best care for our patients.</p> <p>There will be enhanced access to shared planned pathways and early diagnosis, resulting in better outcomes for patients.</p>
<p>Current premises for both practices are not suitable in the medium term to sustain services and accommodate the growing population:</p> <ul style="list-style-type: none"><li>Ascot medical Centre is currently based in the acute hospital site at Heatherwood, which in 2019 started being redeveloped by Frimley Health NHS Foundation Trust.</li></ul>	<p>Moving to the new premises together will enable multiple professional teams to work together.</p> <p>Having larger rooms within the facility will also provide space for multi professional input to patients, and carer's care plans developed to support those with multiple long-term conditions and frailty.</p>

<ul style="list-style-type: none"> <li>The current premises will be demolished as part of the Frimley Health NHS Foundation Trust redevelopment works. The non-patient facing administrative team is currently based at the former Radnor House Surgery premises in Ascot town centre as the Ascot Medical Centre premises are at full capacity.</li> <li>The existing Green Meadows surgery building is in need of repair and modernisation to align with future needs of integrated primary care. Current premises are close to planned major housing developments indicated in local authority information and putting further risk on the sustainability of the services in the medium term</li> </ul>	<p>Breakdown of area based on the current number of registered patients as follows:  Green Meadows: 9  Consultations/Examination rooms,</p> <p>Ascot Medical Centre 6  Consultation/examination rooms,</p> <p>4 treatment rooms  1 minor ops room  1 group therapy room  2 community rooms (e.g.for use by social prescribing, Health Visitors, Midwife etc.)</p> <p>Both sites will enable the delivery of additional services such as clinical pharmacists, social prescribing, paramedics, physiotherapists, mental health coordinators and talking therapies.</p> <p>The development at Heatherwood would open up the possibilities for access to complimentary diagnostic services for the registered population</p>
<p>Both premises, Green Meadows Surgery and Ascot Medical Centre are currently not compliant with current recommended standard of Health Building Regulations (HBN's).</p>	<p>The new facilities will ensure treatments and consultation rooms are suitable for all patients and meet criteria outlined in HBNs (Health Building Notes) DD (Disability Discrimination Act), which is a requirement for all new build primary care premises.</p> <p>Purpose build facility focusing on:</p> <ul style="list-style-type: none"> <li>Good access for patients with good natural light, modern environment creating positive space for all and wider corridors to improve access and patient experience</li> <li>Excellent facilities for practice teams to provide care and work closer together across the developing multi skilled teams</li> <li>Designed around infection control requirements, specifically from the lessons learnt through the COVID pandemic</li> </ul>

Pressures on staffing and the inability to train additional staff as there is a national shortage of GPs and over 20% of GPs in the Ascot area are aged over 55 and are due to retire in the next ten years.

Existing staff will benefit from all modern facilities, with an opportunity to share and develop their skills between the practices and other associated services.

The new facility will support recruitment and retention of staff with purpose-built facilities and positive designed in line with excellent infection control.

The proximity of the hospital to develop a flexible workforce model offering rotational placements and enhanced career development for health and care professionals.

### **What will happen and how do I get to the new premises once Green Meadows Surgery & Ascot Medical Centre moves to the new premises at Heatherwood Hospital?**

Brook House is on the Heatherwood Hospital site and can be accessed via the new roundabout on Kings Ride which will be well-signposted from all major roads including the A329 and the Heatherwood roundabout.

The new address is:

Green Meadows Surgery  
Brook House  
Brook Avenue  
Ascot  
SL5 7GB

Patients will still be able to use the current telephone numbers / websites to contact both practices.

### **Is there parking?**

There is parking at Brook House which is free for patients.  
Patients will need to collect a patient parking permit from the reception desk.

### **Will the opening hours change?**

These will not change, and opening hours will be the same as before.

### **How do I collect my prescription, blood test forms & referral letters?**

All of these will be available from both Practices in the usual way, online and telephone/text.

### **How will I obtain updated information on the co-location of the surgery?**

Please continue to visit our website, which will be regularly updated with information to help patients make most effective use of the Practice.

## **Patient Participation Group (PPG)**

From what we have seen so far, Brook House will provide a fit-for-purpose, modern facility which will benefit patients. As well as offering better access for all patients, the new premises will enable delivery of additional healthcare services all in one place, leading to improved care coordination and a better experience for patients. We are excited to see Brook House take shape and look forward to benefitting from these improvements.

Representative of Green Meadows PPG

If you are interested in joining the PPG please contact via email

[info@greenmeadowspg.org](mailto:info@greenmeadowspg.org)

We hope this helps to answer some of your questions about the move, if you have any further questions please contact the Practice.

Yours sincerely,

The Partners, Green Meadows Surgery