

IMPORTANT NEWS: PROPOSED RELOCATION OF CATHERINE HOUSE SURGERY

Former
JobCentre
Plus
Building



Catherine
House
Surgery

Catherine House Surgery, currently located at New Walk, Totnes TQ9 5HA, is thrilled to announce an intention to relocate to the recently vacated and neighbouring **JobCentre Plus Building, New Walk, Totnes TQ9 5WA.**

This is the most significant development for us as a practice since my father moved his original surgery opposite the Victoria Street Car Park in St Katherine's Way to our present premises over 30 years ago and we very much hope upon reading all that is outlined below you will be as excited as we are about the proposal.

WHY DO WE NEED TO MOVE?

1. Our existing premises are undersized for our patient population by at least 20% and are inadequate for delivery of our burgeoning teaching and training commitments. The consulting rooms are no longer suitable for delivery of modern primary healthcare services and do not meet current NHS design standards or requirements set out by the Care Quality Commission (our regulator) or the Disability Discrimination Act. Only one of the five GP rooms is located downstairs and there is no lift access to the first floor. Despite our best efforts over the years to remodel the building it is simply not possible to improve the layout sufficiently for these standards to be met.
2. Our patient base is expanding rapidly having seen more than a 20% increase in registered numbers over the last 5 years. Multiple new housing developments within the Totnes area will lead to a significant growth in the town's population in the near future and the practice needs to have sufficient flexibility to respond to the increased demand for primary care services.
3. Given national pressures on general practice **we want to do all that we can to remain an independent surgery** and we believe an amazing, once-in-a-lifetime opportunity has arisen to secure high quality and considerably larger premises all **within ten metres of our existing property**. This will enable us to provide an enhanced range of primary and community care services, not only from the outset, but for years to come.

WHAT ARE THE BENEFITS OF THE FORMER JOBCENTRE PLUS BUILDING?

1. We believe that moving to a neighbouring property would mean minimal disruption and inconvenience to patients. We remain a town centre practice with the same address and individuals can still utilise the same local car park provisions and transport links they have until now.
2. The building is detached and offers the freedom of an open plan design constructed to commercial standards at a size approximately 2.7 times greater than our current premises. The aim is to create 7 full sized clinical rooms all on ground floor level (replicating our current provision across two floors here), along with a large educational and conference suite on the first floor to help deliver our teaching and training ambitions. We would have plenty of capacity for future expansion as well as space for other visiting primary and community care providers.
3. The building has much better access than our current site with a large drop-off area outside the front. The electric doors into the property will be maintained, while internally a hydraulic lift will be installed and larger waiting areas and accessible toilets created.

WHEN MIGHT THIS HAPPEN?

If all progresses according to plan then we would hope to be able to move to the new premises by the end of the year. We have already engaged the services of a local construction consultancy firm, Haldons, who have expertise in remodelling and renovating GP surgeries. We look forward to bringing you plans for the layout in the near future.

WHAT CAN YOU, AS PATIENTS, DO TO HELP?

As part of the process for relocating a GP practice we need to inform our patient population of the intention and seek feedback on the proposal. Please, therefore, let us know your views by whatever means possible. Do speak to any staff member here, or complete a questionnaire and place it in the suggestion box, or email comments to catherinehousesurgery@nhs.net. We want to involve you with this journey so your thoughts are invaluable and will help us in making particular decisions moving forward.

It gives me great pleasure to say that the Catherine House Surgery Patient Participation Group is already aware of the proposal and has offered its unanimous support.

We will be holding a special Patient Participation Group meeting on Thursday 24th May at 6.30pm here at Catherine House Surgery to discuss the proposal further to which any patient registered with the practice is invited. We would ask kindly, however, that you inform the reception team of any desire to attend so that we can ensure everyone can be accommodated.

Dr James Cooper, Managing GP Partner
08.05.2018