

## Frequently asked questions

### **What change is being proposed?**

Forestside Medical Practice is proposing to close its branch site in Marchwood. Dibden Purlieu and the Urgent Care Centre at Hythe Hospital will remain open. There are also no proposals to reduce the number of staff we have.

### **Why is the practice proposing to close this site?**

The proposal to close the Marchwood site is due to two main reasons.

The first is the practice has faced difficulties due to a shortage of healthcare professionals available in the area.

This shortage has meant staff are being spread thinly across the three sites, and on some occasions the Marchwood site has had to close early due to lack of staff.

Secondly, the Marchwood site is an outdated building. It does not meet the standards outlined in the Disability Discrimination Act or by the Care Quality Commission.

The practice has tried to refurbish the building to meet these standards, however it is not achievable. This is due to the high financial costs involved and would also be hard to refurbish such an outdated building while delivering healthcare services from it.

### **If Marchwood closes, then where can I go for GP services?**

Our sites in Dibden Purlieu and the Urgent Care Centre in Hythe Hospital will continue to remain open for all Forestside Medical Practice registered patients.

### **Will this increase my journey time to access GP care?**

Both the Urgent Care Centre in Hythe Hospital and the GP practice in Dibden Purlieu are about four miles away from the current Marchwood site. If you have access to a car, it would take approximately 10 to 15 minutes travel time.

We appreciate not all our patients have access to cars, and we are keen to work with you to ensure your needs are met.

We want to make sure the time you leave from your home to the time you receive advice or treatment is as quick as possible. This may mean an increase in journey time to see a specialist, but should mean once there, you are seen by the right person in an appropriate time and given the advice or treatment you need.

As modern general practice is changing to include more digital routes of support, we also want to work with you to build confidence in accessing care this way if you choose to do so.

### **I go to a specific venue for my out of hours GP appointments. Will that change?**

There will be no change. The existing arrangements will remain the same, based on where you live.

### **Will the clinicians I see change?**

No – as outlined above, the reason for the closure is due to staff shortages and the Marchwood building no longer being fit-for-purpose. We are not looking to lose staff, and in time, hope this move will help us to recruit more specialists.

### **Will I still be able to see the GP or nurse I am used to?**

Yes - you can continue to see the same doctors and nurses that you see now. Your registration with your current doctor will not change and you will continue to see your doctor as you do now.

### **Will the practice still offer the same services?**

Yes – we plan to continue all current services.

### **Will I need to change my pharmacist?**

No – there will be no need to change your pharmacy.

### **How will I make an appointment at the practice?**

There will be no changes to the way you currently make appointments.

### **Do I have to stay with the practice?**

Patients are free to register at another practice, but of course Forestside Medical Practice would hope patients will wish to stay.

### **What about the practice staff?**

Making this change should impact staff positively:

**Reduced workload:** Covering multiple sites can be physically and mentally demanding for staff, requiring them to travel between locations and manage larger caseloads. By keeping services to a single site, staff members can focus their efforts and energy in one place, leading to a more manageable workload and decreased stress levels.

**Improved work-life balance:** Working across multiple sites can disrupt staff members' work-life balance, as it may require longer hours and more time away from home due to commuting between locations.

**Enhanced collaboration:** It will allow for more frequent and informal communication, easier access to resources and support, and greater opportunities for sharing knowledge and expertise. This collaborative environment can foster a sense of camaraderie and unity among the staff, contributing to a more positive work environment.

**Streamlined operations:** Managing multiple sites can be logistically complex, requiring coordination of schedules, supplies, and resources across different locations. Moving to one site simplifies operations by centralising administrative functions, standardising processes, and optimising resource allocation.

**Increased job satisfaction:** A more manageable workload, improved work-life balance, enhanced collaboration, and streamlined operations can collectively contribute to increased job satisfaction among staff members. When staff feel supported, valued, and empowered in their roles, they are more likely to feel satisfied with their jobs and motivated to deliver high-quality care to patients.

**Will these changes affect other health and care services which I currently receive or may need to access?**

We do not anticipate that there will be any changes to the services you currently receive or may need to access in future.

**Is this a done deal already?**

No. We are committed to listening to the feedback of our patients, partners, and local people.

**Will our social care services change?**

No. Social care services are run by local authorities, not the NHS. This means if you live in the Hampshire County Council area, these services will continue to be run by Hampshire County Council.

**Will our maternity services change?**

There will be no change.

**What are the timescales of this closure proposal?**

The application is due to be submitted to the NHS Hampshire and Isle of Wight Integrated Care Board's (ICB) Hampshire Primary Care Operational Group meeting, which takes place on May 23. If approved, it is then due to be submitted to the ICB's Primary Care Committee on June 12.

Once a decision is made the practice and ICB will share the outcomes and next steps.

**What is an ICB?**

ICB stands for Integrated Care Board. and they replaced the previous Clinical Commissioning Groups. The Hampshire and Isle of Wight ICB manages the local NHS budget and plans services across Hampshire and the Isle of Wight.