



EMSWORTH
MEDICAL
PRACTICE

📍 Emsworth Medical Practice
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28th September 2022

Dear Patient,

We would like to bring you up to speed with a proposal which affects our branch site at The Square, Westbourne but also confirm our continued commitment to the building. We are shortly to embark on improvement works to replace the windows, redecorate the downstairs and refurbish the upstairs rooms. We want to ensure safe working practices and improve access for patients by consolidating clinics into the mornings and have a receptionist available at these times. It has become apparent that lone working at the site is unsafe and is one of the reasons to make the changes.

Westbourne Surgery will remain open every weekday morning from 8am until 12.30pm, as usual. It is currently already closed after 12.30pm on Wednesdays and Fridays but we are now looking to extend this to also include closing on Monday, Tuesday and Thursday afternoons and so all appointments for our registered patients after 12.30pm each day will be at Emsworth.

Westbourne Surgery has three clinical rooms downstairs. Two are used every day by a GP and a nurse, except when closed. Once a week there is a phlebotomy clinic there. Since the pandemic we have had no receptionist.

Our intention moving forward, if we close on the other three afternoons, is to run three clinics every morning when we have more staff available, either two GPs and a nurse, or a GP, nurse and phlebotomist / healthcare assistant and we would reinstate the receptionist. This would provide five additional morning clinical sessions to make up for the closure of the three afternoons. It will also free up space for our pharmacy team to use part of the building as a hub – in turn releasing clinical rooms at Emsworth.

Currently, the GPs, nurses and phlebotomists rotate clinics at Westbourne so that a

different member of staff covers Westbourne each day and all staff work at both sites.

We cannot continue to open at Westbourne Surgery in the afternoons unless we ask our staff to lone work and we do not feel that is acceptable or safe.

Dr A Slingsby | Dr J Lytton | Dr N Woodruff
Dr A Chinwala | De E Lane | Dr W Denby | Dr R Jennings | Dr H Morgan |



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Our Practice, and the Hayling & Emsworth Primary Care Network (PCN) which we belong to, continue to grow in size and we wish to be able to provide more suitable office accommodation for both our clinical and PCN staff to do administration tasks, phone patients and to host our now six-strong pharmacy team.

We understand that having to travel 1.4 miles to the Emsworth site may potentially inconvenience a small number of people who would prefer their appointments at

Westbourne in the afternoon, but we hope you will understand our reasons for the change.

Our local NHS commissioners, the Integrated Care Board for Hampshire and the Isle of Wight, support the move. Our Patient Participation Group (PPG) has also unanimously supported our plans, which we are now publicising more widely. The PPG welcome our continued commitment to the Westbourne site and our GP Partners also recognise its importance to the village and our community. Indeed, it remains a strategically important site for us too, with the growing emergence of the PCN, now more so than ever. We will also be further investing in the Westbourne site by redecorating downstairs, refurbishing two rooms upstairs for the pharmacy team to use and replacing the windows.

It is proposed that these new arrangements will come into place from 1st November 2022.

If you have any comments or concerns, please email us at

hiowicb-hsi.emsworthmedicalpractice@nhs.net

Yours faithfully,

GP Partners, Emsworth Medical Practice

Dr A Slingsby | Dr J Lytton | Dr N Woodruff
Dr A Chinwala | Dr E Lane | Dr W Denby | Dr R Jennings | Dr H Morgan |

The future of our Westbourne branch surgery: Your questions answered

We have produced this short Question and Answer factsheet, which will hopefully answer any questions that you have. There is a contact address for you if you have any concerns after reading this.

1) What changes are you proposing?

Westbourne Surgery will remain open every weekday morning from 8am-12.30pm AND there will be five extra clinical sessions in the mornings because of our proposed new working arrangements.

Currently, the GPs, nurses and phlebotomists rotate clinics at Westbourne so that a different member of staff covers Westbourne each day and all staff work at both sites. However, we cannot continue to open at Westbourne in the afternoons unless we ask our staff to lone work and we do not feel that is acceptable or safe.

We are looking to move afternoon patient services from the Westbourne branch surgery from 12.30pm on Mondays, Tuesdays and Thursdays. It is already closed on Wednesday and Friday afternoons when patients can access our services at our main site at Emsworth.

Why are you making this change?

We have to make the best possible use of our staff – both clinical and non-clinical – and our buildings, both in terms of efficiency and to help us best serve your health needs. As well as providing extra clinical sessions in the mornings at Westbourne, this change will also provide space for our pharmacy team to use part of the Westbourne site as a hub – which frees up more clinical space at Emsworth

2) Do you have plans to close Westbourne now you have a new site at Emsworth?

Absolutely not. As we state in (1) above, we are proposing to increase the number of clinical sessions we will have at Westbourne in the mornings to demonstrate our commitment to using the site for patient care - and using the branch surgery in other ways will both free up space for us to also have more clinical sessions at Emsworth and will enable us to use the branch site in other ways. If anything, alongside the increasing role in the community of our Primary Care Network, Westbourne has never been more strategically important to us than it is now. We are investing heavily in refurbishing the building as well.

3) Who will be adversely affected by this change?

We don't believe anyone will. Patients will still be seen after 12.30pm, but at Emsworth instead of Westbourne.

4) When do you plan to introduce this change?

We are very aware of the importance of engaging with you, our patients, and very conscious of the key role you all played in helping us determine the location of our new main site at Emsworth. We intend to have a short period publicising our plans – and then we will look to introduce the new arrangements from 1st November 2022.

5) Is this decision already a 'done deal?' Does anyone need to approve it?

We feel this change is important to sustain our services and plan for the ever-growing challenges facing primary care. Our plans for Westbourne have been supported by the Westbourne Parish Council and the

Friends of Emsworth Community Health. The proposal has the unanimous support of our Patient Participation Group, who are your representatives; and, with one or two minor caveats which we are working on, by our local NHS commissioners, the Integrated Care Board for Hampshire and the Isle of Wight. We would welcome your views on the proposal and hope you view the change as positively as we do.

6) So, what GP services will still be available at Westbourne?

Our intention, if we close on the other three afternoons, is to run three clinics in the mornings, either two GPs and a nurse, or a GP, nurse, phlebotomist / healthcare assistant and we would reinstate the receptionist who has not been in place since the pandemic.

Who can I speak to about it if I have concerns?

Hopefully, we have allayed any concerns you may have but we have made the following email address available for any enquiries about the change in opening hours at Westbourne hiowicb-hsi.emsworthmedicalpractice@nhs.net Please note, this email address is only for this purpose and we will not respond to other non-related enquiries through this channel.

Thank you all for your continued support.