

Proposed Surgery Relocation

Lichfield Street Surgery, Sycamore House Surgery, The Limes Surgery & Saddlers Medical Centre

Frequently Asked Questions

Will I need to re-register with my GP?

No. You will not need to do anything.

Will I be able to see the same doctors and nurses? Yes. The doctors, nurses, receptionists and all other staff that currently work in your surgery will be the same as the staff in the new surgery.

What will the opening hours be? The centre will be open 7.30am until 6.30pm Monday to Friday at the minimum. It will likely be open longer hours and weekends but details have not yet been confirmed.

How easy will it be to get there? The centre is accessible via all means of transport. There is parking available including disabled parking. The proposed site is easily accessible via public transport and is within walking distance of Walsall Town Centre Bus Station. There are a number of bus routes with stops within the immediate vicinity of Hatherton Street. Please follow the below link or ask your reception for more details: <http://nxbus.co.uk/west-midlands/plan-your-journey>

Will I be able to park? There will be more parking at the new site than there is currently at all four surgeries combined. You should find it easier to park at the new site than at the present sites. There will be disabled parking bays. We would always encourage patients and staff to travel to the surgery in a more environmentally friendly way wherever possible.

When would the building be completed? We would hope to move in to the new building in 2020.

Will a move cause much disruption? We would hope not. Each surgery will be able to stay in their current building and work the way they always have until the new building is complete. We would only move once the new building was fully functioning and ready for us.

Are there any other options? We considered a number of options including extending the existing buildings and considered other sites in the area. Having undertaken an Options Appraisal of potential sites in the area, the only site that fulfils the requirements for cost, size, availability and suitability is the site on Hatherton Street.

Will this result in redundancies? No. We will likely require more staff in the new building.

Will there be Wi-Fi? We are hoping to get funding that would provide free Wi-Fi for patients

What are the downsides? We genuinely don't think there are many. Some people will find that the new surgery is further away than their current surgery but we have had travel times analysed by Public Health and there are no significant overall changes in travel times.

Will you listen to our feedback? Absolutely. It is very important to us that we provide patients with what they want. We are very keen to hear your thoughts and suggestions.

Will we get all the services you say you will provide? We are sure that the new building would provide most of the things we have stated. Some of the things, such as the urgent care access, are still very much in discussion and although we hope we will be able to provide these services in the future, it cannot be guaranteed as it very much depends on whether we can get this supported.