

# Evington Medical Centre

Evington Medical Centre  
2-6 Halsbury Street,  
Leicester, LE2 1QA  
Tel: 0116 3190343

The Medical Centre  
30-32 Loughborough Road,  
Leicester, LE4 5LD  
Tel: 0116 3192545

## Proposed Relocation of Evington Medical Centre to Catherine House Frequently Asked Questions

### 1) Why is Evington Medical Centre considering moving to Catherine House?

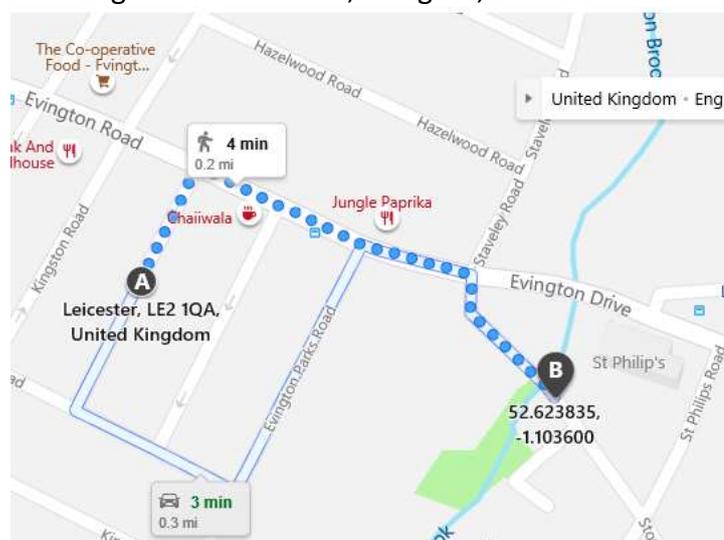
The current building is not fit for purpose and does not meet the current standards for a GP surgery. Moving to a new building will provide a modern, purpose built healthcare facility to provide a better patient experience with additional space for current and future services.

For example:

- Spacious reception area with space for patients to speak in privacy with the reception staff
- More consultation rooms
- Buggy park and baby changing facilities.
- The whole surgery on the ground floor. To enhance the physical access for patients (in line with the requirements of the Disability Discrimination Act).
- Car park including disabled bays

### 2) Where is Catherine House?

2B Stoughton Drive North, Evington, LE5 5UB. It's 0.2 miles from Evington Medical Centre.



A: Evington Medical Centre  
B: Catherine House

### 3) How easy will it be to get to Catherine House?

Catherine House is accessible by public transport as there are nearby bus stops. There is a free patient car park which includes disabled parking. It's a maximum 4 min walk from Evington Medical Centre.

### 4) When would the proposed move likely to happen?

We would aim to be in the new premises by the end of 2020.

### 5) Does Catherine House have good access for people with disabilities?

The building would be fully accessible by staff, patients and visitors according to the Disability Discrimination Act.

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## **6) How will this proposed relocation affect my care?**

It won't have a negative effect on care, we would still be offering the same services. The new facility would be larger, have more consultation rooms which will all be on the ground floor, larger waiting areas and be designed specifically for a GP practice.

## **7) How much disruption will be caused by the relocation?**

Once the consultation has been concluded, if the decision is to move to Catherine House then the practice will remain at the current location and operating in the usual way whilst all the building work is carried out at Catherine House. Patients would be kept fully informed with the progress.

## **8) Will I need to re-register with my GP?**

No, you do not need to do anything. As a registered patient you would automatically remain on the practice list. However, this does not affect your right to register with another local practice at any time if you choose to do so and you reside within the catchment area. You have a choice of where to register.

## **9) Will I be able to see the same GP and nurses?**

Yes and all the services you currently receive from the GP's and nurses would continue.

## **10) What will be the opening hours?**

The opening hours would remain the same.

## **11) Will I have to wait longer for appointments?**

No, the practice would continue to offer the same number of appointments. The practice regularly reviews the capacity and would adjust access to the appointments if needed. There are a combination of pre-bookable face to face appointments, same day face to face appointments, pre-bookable telephone appointments, same day telephone appointments, online bookable appointments and video consultations.

## **12) Will there be a change to online services?**

The practice would continue to do online bookable appointments and prescriptions can still be sent via the Electronic Prescription Service to a pharmacy of your choice.

## **13) Who will make the final decision whether to relocate the practice or not?**

The Clinical Commissioning Group (CCG) along with NHS England Primary Care colleagues will review and analyse the results of the consultation exercise as well as the impact assessment and other required investigations.

## **14) What happens if I don't want to move to Catherine House?**

It is important that if you have any concerns about the proposal you tell us using the questionnaire so that we can make sure we address any issues before we continue. A decision will be made once all of the feedback that we receive has been considered.

## **15) What do I need to do now?**

You are encouraged to share your views on this proposal. There are various ways in which you can do this with us:

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- **Online:** This can be accessed online <https://forms.gle/vzpUbkroif31CiFK9> This is the easiest option.
  - **By questionnaire:** A questionnaire is available for all patients to complete at the surgery. It is available in different languages.
  - **Virtual Open Days:** We will be holding virtual meetings on Zoom. This will be a great opportunity to ask any questions you may have to our team. 12.30pm- 1pm on 30<sup>th</sup> July, 12.30pm - 1pm on 13<sup>th</sup> August.  
Join the zoom meeting  
<https://us02web.zoom.us/j/8864900426?pwd=WWgxVHBKRUR43c1dxem8zbmtgYkZLQT09>  
Meeting ID: 886 490 0426  
Password: 892655
  - **Over the phone:** please call the surgery after 10am and ask a receptionist to complete the questionnaire on your behalf

## 16) What will happen to Loughborough Road Medical Centre? Will this be relocating too?

We have been looking at possible new sites to relocate too but so far we have not found anything that is suitable. As soon as we have found somewhere that's appropriate we will inform the Patient Participation Group (PPG) and patients.

## 17) I am the patient at Loughborough Road Medical Centre. Can I use the new practice if it moves to Catherine House?

Yes, this would be fine.

The deadline for feedback is 26<sup>th</sup> August 2020.