

RIVERSIDE SURGERY CHANGE OF ADDRESS

Dear Patient

Riverside Surgery will be moving premises by the end of 2017.

WHY?

Courtyard and Riverside surgeries have been working in partnership since October 2016, supporting each other in many ways. Part of the drive for us working together was the knowledge that the security of the Riverside premises may be in doubt at some point in the future.

We wanted to ensure we have a safe and secure space to look after you our patients.

This collaboration has already improved your care:

- Reduced average pre-bookable wait times to seven days
- Bookable phlebotomy clinics for all patients including on Saturday mornings
- Increased access for all patients to early morning and Saturday extended access.

WHERE?

Nine new consultation rooms have been created at Courtyard Surgery in London Road, Horsham, RH12 1AT.

WHO?

The same clinical team will be available to look after you.

WHEN?

The renovations are due for completion during October and we anticipate moving before Christmas. We are doing everything in our power to minimise disruption.

A further announcement will be made when a date has been set for moving to the new premises.

The Partners of Courtyard and Riverside Surgeries

QUESTIONS AND ANSWERS:

Will I have to change doctors and nurses?

NO. All our nursing, clinical and administrative teams are moving with us.

Why can't you stay at Riverside?

The practice has explored the possibility of staying at Riverside, but it has not been possible to agree a lease.

What other options were considered?

The practice considered some space at Horsham Hospital but did not think it was suitable for their needs. We were unable to identify any other space in the town centre which may have been suitable.

Where will I be able to park?

We recognise that our patients will lose the opportunity to park at the Riverside Surgery premises (no Horsham town centre surgeries have patient parking). Being in the town centre the new location offers many places to park:

- Metered on-street parking on London Road
- A pay and display car park less than 100m away on London Road, and
- Another car park 150m away on North Parade next to Horsham Park.

Disabled people can use their blue badge to park on London Road.

Please note there will be NO on-site parking for patients at the new premises

If you have more questions or want to see the new location, please see our shared Facebook site:

www.facebook.com/CourtyardSurgery or email: HSCCG.adminriverside@nhs.net

