

Frequently Asked Questions [FAQ]

Proposed Relocation of Oaklands Surgery Branch Site (Yeovil Health Centre)

Why does the branch site need to be relocated?

The current branch site (Yeovil Health Centre) is not able to meet the future needs of our patient population.

Although it is centrally located, there is no scope for the premises to expand or change with the growing population and needs of our patients. In addition, there is no parking immediately adjacent to the site making access difficult for some patients.

The premise environment is particularly not ideal for staff or patients due to the limited natural light and by being located on the second level of a busy commercial unit.

Given the opportunity to expand Ryalls Park Medical Centre, and also the opportunity to utilise staff in a more effective way on one site, means that the relocation of the branch site would not only support the sustainability of services but also provide resilience to the practice teams.

What are the benefits of using part of Ryalls Park Medical Centre for the branch site?

Ryalls Park Medical Centre is a purpose built primary care facility that is less than 2 miles from the current branch surgery site.

The surgery has ample parking and also a pharmacy on site.

The surgery has space to accommodate the relocation of the branch site and with the planned extension of the Ryalls Park Medical Centre premises, will have ample space for the future needs of both Oaklands Surgery patients and Ryalls Park Medical Centre patients.

With the planned extension of the Ryalls Park Medical Centre premises, the rest of the building will also undergo redecoration and upgrading.

By sharing the space, it may also mean in the future that Oaklands Surgery and Ryalls Park Medical Centre will be able to offer enhanced or different services to their patient populations as they will be able to make more efficient use of space and staff.

In addition, there is intended to be a cost saving to the system by reducing from three locations down to two. As part of the NHS, we wish to be as cost effective as possible and provide value for money to the commissioners as well as our patients.

How will this impact on Ryalls Park Medical Centre?

The relocation of the branch surgery will mean that patients of Ryalls Park Medical Centre should experience the surgery undergo an extension. However this will be managed to ensure minimal disruption and following the planned extension there is not expected to be any negative impact on the patients of Ryalls Park Medical Centre as there will be ample space for both the Ryalls Park Medical Centre surgery and Oaklands Surgery branch site.

We hope that patients will feel positively about the relocation as it should mean improved premises and the potential for additional services by having different staff on site.

Will I remain registered with Oaklands Surgery?

You will remain registered with Oaklands Surgery (and vice versa for Ryalls Park Medical Centre patients, who will remain registered with Ryalls Park Medical Centre).

Ryalls Park Medical Centre will simply be sharing some of its space for the branch working of Oaklands Surgery.

Is this a way of losing staff?

This is not a way to lose staff and by making better use of the space available to us, we hope to be able to provide better services to our patients and attract more staff to work with us.

What is the process?

Following the engagement process that we are currently undertaking with patients – which will take place over the next 8 weeks – we will review the feedback provided and use this to guide our application to the Somerset Clinical Commissioning Group (CCG) when requesting to relocate the branch site.

The CCG is the commissioner of healthcare services within Somerset and is required to review and determine the outcome of such applications.

If the CCG approve the application, the practices would look to accommodate the relocation in parallel to the planned extension.

If approved, how many Oaklands Surgery patients will utilise the Ryalls Park Site?

As Oaklands Surgery is hoping to use Ryalls Park Medical Centre as a branch site, it will only use space that is available and as per current arrangements, the branch site is only utilised as determined by the surgery (although the surgery does try to accommodate the preferred location of patients where possible). There is no transfer of patients and Oaklands Surgery will remain the main location for seeing its registered patients.

Will additional clinical staff be located at Ryalls Park and can Ryalls Park patients book appointments with them?

Over time additional clinical staff may be situated at Ryalls Park Medical Centre to support the work of the Oaklands Surgery. However, this also means that over time there may be clinics that both patient populations could benefit from and therefore could be delivered from the Ryalls Park Medical Centre site.