**Patient Frequently Asked Questions:**

**Why am I getting this letter?**

This letter has been sent to you as you are a registered patient at Family Medical Group at Wallacetown Health Centre and the practice is proposing to change the way that it provides future services.

**Background**

You may be aware that there is a national shortage of general practitioner doctors (GPs), which is having a significant impact on the way services are delivered across Scotland and locally in Dundee.

The Family Medical Group has struggled for the last few years to provide regular GP sessions at our branch surgery in Douglas Medical Centre. This has been for a variety of reasons, including the pandemic, but is mainly due to unprecedented demand for our services.

One of our GP partners has recently retired and, after much discussion, we believe the practice team can provide a more effective service for our patients if we operate from only one site.

**What changes are being proposed?**

As you may know, Douglas Medical Centre is currently a branch surgery of Wallacetown Health Centre.

The Family Medical Group is proposing to move all services and the practice team from Wallacetown Health Centre to Douglas Medical Centre.

This would mean Douglas Medical Centre will provide our GP services to our registered patients and no GP services would be delivered at Wallacetown.

**What would this mean for me?**

It is proposed that all appointments would be provided at Douglas Medical Centre.

It is very important for the practice to continue to provide you with continuity of care and therefore **your GP will not change.**

There are no proposed changes to the clinical team, other than basing them together in one building.

You would still be able to access all of the GP services that you currently have access to and having the practice team on one site will make it easier to access GPs and clinical staff.

We intend to develop new ways of working to maximise our efficiency, such as staggering surgeries to provide a greater range of appointments for patients.

**When will this change happen?**

At this stage, this is just a proposal. If the proposal is approved by NHS Tayside, a date for this change would then be agreed. A decision on the proposal is expected to be made by the end of the year.

**Why does the Family Medical Group want to move services from Wallacetown Health Centre?**

We want to be able to continue to offer our patients safe and sustainable services and at present this is challenging as our clinical and practice staff are spread across two sites.

The transfer of services to Douglas Medical Centre will bring our staff together to work from one site, and allow us to continue to deliver the range of services which we currently offer and help us provide the continuity of care which our patients deserve.

By delivering services from one practice site we will be able to focus our resources and strive to improve our patient care.

One of the biggest issues for our patients currently is not being able to get through on the telephone. We have been trying our best to increase the capacity of our telephony service for months, however due to technical difficulties, this has not been possible. At Douglas, we would be able to progress improvements to the telephony services which would be of huge benefit to our patients.

**Would there be any changes to home visits?**

No. We are not proposing to make any changes to how we provide home visits to housebound patients.

**What about other services delivered from Wallacetown Health Centre?**

Other non-GP services currently working out of Wallacetown Health Centre will not be affected by the move

**I collect my prescriptions and repeat prescriptions at Wallacetown Health Centre. Will this change?**

No. Your repeat prescriptions will continue to be delivered as they currently are – unless you ask for this to be changed.

Wallacetown pharmacy will be able to collect prescriptions from the Douglas site and many of our patients currently use the pharmacy in Douglas.

**Where is Douglas Medical Centre and how do I get there?**

Douglas Medical Centre (DD4 8XZ) is located in the Douglas area of Dundee and is well served by regular buses from across Dundee. The nearest bus stop to the centre is located at Balunie Avenue.

* The number 10 bus service travels to Douglas from Fintry, Broughty Ferry, Barnhill, Claverhouse, Whitfield and Downfield.
* The number 28 bus serves the Hilltown and Stobswell areas and patients who are no longer within our boundary in Lochee and Charleston.
* The number 88 bus also passes through Douglas.

There is also patient parking available at Douglas Medical Centre.

**What other benefits might the move to Douglas Medical Centre bring?**

As mentioned above, we will be able to offer an improved telephony service at Douglas which will make it easier for patients to contact us.

We intend to develop new ways of working to maximise our efficiency, such as staggering surgeries to provide a greater range of appointments for patients.

Our reception team will have more capacity to deal with our own patient enquiries when not having to signpost patients to the various other services which are delivered from Wallacetown.

We also hope this potential move will mean that the practice will become much more part of the local community and be heavily involved in health promotion/development within the area.

Looking ahead, we aim to create a health promotion hub based around our outdoor space at Douglas Medical Centre which is fortunate to have a Wee Forest development in the surgery grounds.

To achieve this, we are working with the Community Health Innovation Fund and local community group Rock Solid to gain funding for a ‘shed’ where various health resources will be available as well as gardening equipment. Dundee City Council has installed seven raised beds for community vegetable growing.

There are numerous organisations involved in this ambitious development which intends to offer lifestyle counselling and outdoor fitness activities as well as gardening.

The Green Health Initiative, Dundee City Council, community centre/link workers, Public Health, Botanic Gardens, Thistle Foundation and Eden Project are all involved.

**Is the practice boundary likely to change and will this affect currently registered patients?**

The practice changed its boundary in December 2020. This did not affect currently registered patients. We have no immediate plans to change our boundary again.

**I don’t want to attend Douglas Medical Centre, what are my options?**

While we hope that our patients will come with us, should you choose not to, there are many GP surgeries in the Wallacetown area you could register with.

If you no longer wish to receive services from our practice team at Douglas Medical Centre you can register with another GP practice. You should contact the practice you would like to register with first to discuss how best to register.

If you have any difficulties with finding a new practice, you can contact NHS Tayside’s Primary Care Department on 01382 424176.

**How can I have my say on this proposed change?**

What you think is important to us and we want to know how this proposed change might affect you.

We had arranged drop-in events to meet with you to discuss any concerns you might have about the proposed changes, and what they mean for you.

**These drop-in engagement events were held as below:**

* Douglas Medical Centre waiting room on Tuesday, 1 November between 2:30 and 4:30pm.
* Wallacetown Health Centre Patient Education Room on Friday, 4 November 2:30 to 6pm.

If you could not attend these events, you were also able to have your say by leaving a comment in one of the comments boxes which were available in Wallacetown Health Centre and Douglas Medical Centre, at both engagement events or by completing a patient survey which was attached to this letter but the survey is now closed.

Posters are also be displayed at both sites containing information on the proposal.