

Frequently Asked Questions

What change is being proposed?

To close the branch site of Emsworth Medical Practice, which is located at The Square, Westbourne PO10 8UE.

Why is this change being proposed?

Since our move into our new premises, Emsworth Medical Practice benefits from a modern, fully equipped purpose built building located only 1.3 miles from the Westbourne Branch Surgery. The branch site only opens in the mornings and attendance at this site has been reducing over the years. We have the latest medical equipment needed at the Emsworth site which isn't replicated at the smaller branch surgery. Patients and staff benefit by having the whole practice team at the Emsworth site.

Will the practice still offer the same services?

Yes, we plan to continue all current services and there will be no reduction in capacity. You can continue to contact us in the same way you do now via online services, phone or walk in.

Will I still be able to see the GP or nurse I am used to seeing?

Yes, you can continue to see the same doctors and nurses that you see now. Your registration and your current doctor will not change.

Will I need to change my Pharmacy?

No, there will be no need to change your pharmacy. As your prescriptions are sent electronically, you can go to any pharmacy you choose.

Will these changes affect other health and care services which I currently receive or may need to access?

We do not anticipate that there will be any changes to the services you currently receive or may need to access in future.

Will there be less of a service as a result of closing the Westbourne Surgery?

No, all of the services currently offered at Westbourne will continue to be offered at the Emsworth site and there will be no reduction in capacity.

Is there parking at the Emsworth site and how accessible is the surgery?

There is ample parking in public car parks in Emsworth, one car park is situated immediately next door to the Emsworth Practice.

There are 3 disabled parking bays at the front of the Emsworth building.

The Practice loans out wheelchairs to help those patients who are less mobile.

The premises is modern and therefore all rooms are very accessible.

There is also a lift in the building.

Why do you say it is safer for patients to be seen at the Emsworth site?

Emsworth has a whole team of healthcare professionals to call upon should there be a medical emergency. If a life threatening medical emergency occurs at Westbourne Surgery, which on occasions has happened, then there will only ever be one GP and one nurse there to deal with a potentially dangerous and distressing situation.

There may also be occasions when, due to unforeseen circumstances, a staff member is absent and there may only be one doctor or one nurse left at Westbourne and this represents an unnecessary clinical risk and also prevents some clinical activities.

Is there public transport to the Emsworth site?

There is a limited bus service 2 hourly from the Southleigh Road roundabout to the Emsworth Baptist Church, opposite the surgery, which takes 5 minutes.

The Ems Valley Community Transport is a charitable organisation which has volunteers to transport those who find it difficult to get to doctors / dentist / hospital appointments.

There is also the Bourne Community Bus which runs between Westbourne and Emsworth 3 days a week between 8.30am and 4.30pm.

There are also alternative providers who offer lifts at reduced rates.

We will make all of the above information available if the Westbourne surgery closes.

How do I contact the practice if I have further questions?

If you have any questions or feedback, you can contact us by emailing hiowicb-hsi.westbourneproposal@nhs.net, or via the link on our website, www.emsworthmedical.co.uk or by writing to the Westbourne Surgery Liaison Team, Emsworth Medical Practice, North Street, Emsworth PO10 7DD.

What is the timescale of this proposed closure?

The application is due to be submitted to the NHS Hampshire and Isle of Wight Integrated Care Board's (ICB) Hampshire Primary Care Delivery Group meeting in May.

Once a decision is made, the practice will communicate the outcome.

What is NHS HIOW ICB?

NHS Hampshire and Isle of Wight is the Integrated Care Board and replaced the previous Clinical Commissioning Groups. The Integrated Care Board manages the local NHS budget and plans services across Hampshire and the Isle of Wight.

The Emsworth site is open from 8am – 6.30pm Monday to Friday. Telephone number 01243 378812