



Following on from previous communications regarding the proposed closure of the Westbourne Branch Surgery located at The Square, Westbourne PO10 8UE, we wish to inform you that the NHS Hampshire and Isle of Wight Integrated Care Board (ICB) have given approval to close the Westbourne Surgery on 31st July 2025.

We have held two public events and, in addition, a GP, manager and members of the Patient Participation Group (PPG) attended a Westbourne Parish Council meeting to answer questions and address any concerns.

## Our Vision

- Our vision for the future is to have the entire Emsworth Medical Practice team working from one location which will be more effective, efficient and safer for patients.

The reasons for the closure have been previously outlined and are listed below:

- We now have the benefit of our main site, a £4.4 million, modern, fully equipped, purpose-built building in Emsworth located only 1.3 miles from the Westbourne Branch Surgery.
- We have the latest medical equipment needed at the Emsworth site which isn't replicated at the smaller branch surgery.
- We benefit from having the whole practice team at the Emsworth site, which includes our GPs, Advanced Nurse Practitioners, Nurses, Health Care Assistants and Phlebotomists and office staff all working from the same building.
- In addition to the practice team, we also have our Primary Care Network (PCN) team working from the main site at Emsworth and they include the Pharmacy team, a Physiotherapist, Mind workers and Midwife so that all patient services can be delivered from one site.

We understand that one of the major concerns from those patients living in and around Westbourne is the lack of transport options from Westbourne to the Emsworth Medical Practice main site. We do understand and hear your concerns, and we would like to reaffirm the following transport options to the residents of Westbourne:

- A two hourly bus service from the Southleigh Road roundabout to the Emsworth Baptist Church, opposite the Emsworth main surgery which takes 5 minutes. We have been made aware that this service is not ideal and the bus stop is on the edge of Westbourne and so not convenient or accessible for some
- The **Bourne Community Bus** runs through Westbourne village 3 days a week on Tuesdays, Thursdays and Fridays, from 8.30am – 4pm. This is a **free** service with a bus pass or £3.00 for each journey. The GP Partners plan to make a substantial financial contribution to the Bourne Community Bus from the Practice as we wish to work together and support the community wherever possible.

- **Ems Valley Community Transport**, a voluntary service, is available to those patients in and around Westbourne who are not physically able to use public transport because of mobility problems. Once registered on the scheme, residents can use the service to attend GP, hospital, dental, optician or hairdresser appointments, for shopping or to meet with family and friends. In most cases, the driver will take people to their appointments, wait for them and take them home again. There is a one off membership fee of £10 and then donations towards mileage. It is easy to register by calling the service and one of their friendly Home Visitors will arrange to come and visit and explain how the scheme works. If you would like to find out more, please phone **07481 179203** or visit <https://evctcars.org>
- There is also **Emsworth Good Neighbours**, also a voluntary service, who offer lifts to appointments and charge for fuel costs only. Please ring **01243 430999**.

**Please note that the practice will accommodate GP and nurse appointments around the bus times wherever possible.**

There are disabled parking spaces at the front of the Emsworth main surgery and both the MP for Chichester, Jess Brown-Fuller, and our PPG have been in touch with Havant Borough Council to request additional disabled parking in the car park adjacent to the main Emsworth surgery and a break in the wall which divides the car park and the surgery, to provide a walkway through to the main entrance.

The practice loans out wheelchairs to help those patients who are less mobile when attending the surgery.

All of the rooms at the Emsworth site are very accessible and there is also a lift in the building.

We would like to take this opportunity to make you aware that you can contact the surgery by telephone, our receptionists will be happy to help you, or online, or by visiting the Practice in person. If there is a queue on the telephone you will be given the option of a call back so that you do not have to hold on the line and you will not usually have to hold on for long. We want to reassure you that we are constantly working hard to improve access for patients and so please do feed back any issues you may encounter.

We understand that any change may raise concerns and we are committed to providing transparent communication and support throughout this process. We value the trust and confidence you have placed in us, and we remain dedicated to serving you with compassion, integrity, and excellence in healthcare.

We know change can bring a level of uncertainty, but we also hope it can bring a level of security by futureproofing our services as we transition to providing a more responsive and resilient modern General Practice.

Dr A Slingsby & Partners

Emsworth Medical Practice

July 2025

## Frequently Asked Questions - Updated July 2025

### **What change is being proposed?**

Westbourne Surgery, the branch site of Emsworth Medical Practice, which is located at The Square, Westbourne PO10 8UE is closing on 31<sup>st</sup> July 2025. This closure has been approved by the NHS Hampshire and Isle of Wight Integrated Care Board (ICB).

### **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. Both the MP for Chichester, Jess Brown-Fuller, and our Patient Participation Group (PPG) have been in touch with Havant Borough Council to request additional disabled parking in the car park adjacent to the main Emsworth surgery and a break in the wall which divides the car park and the surgery, to provide a walkway through to the main entrance.

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?**

- A two hourly bus service from the Southleigh Road roundabout to the Emsworth Baptist Church, opposite the Emsworth main surgery which takes 5 minutes. We have been made aware that this service is not ideal and the bus stop is on the edge of Westbourne and so not convenient or accessible for some.
- The Bourne Community Bus runs through Westbourne village 3 days a week on Tuesdays, Thursdays and Fridays, from 8.30am – 4pm. This is a **free** service with a bus pass or £3.00 for each journey. Please visit <https://bournebus.co.uk> The GP Partners plan to make a substantial financial contribution to the Bourne Community Bus from the Practice as we wish to work together and support the community wherever possible
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- There is also **Emsworth Good Neighbours**, also a voluntary service, who offer lifts to appointments and charge for fuel costs only. Please ring **01243 430999**.

**Please note that the practice will accommodate GP and nurse appointments around the bus times wherever possible.**

### **What is the NHS Hampshire and Isle of Wight Integrated Care Board (ICB)?**

The NHS Hampshire and Isle of Wight Integrated Care Board 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