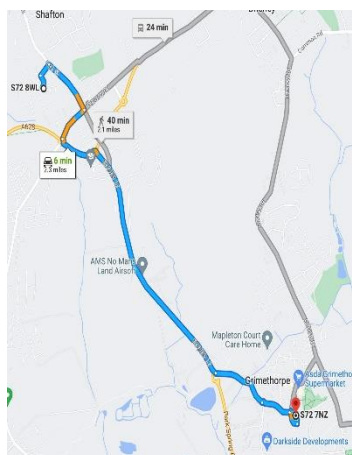


MAP of the current and new premises, together with travel information:



Highgate Medical Centre, Shafton is approximately 2.3 miles from **Highgate Medical Centre, Grimethorpe**.

This is approximately a 11-minute drive by car.

This site has parking and disabled parking available.

This site is accessible for all.

A 27 minute journey by bus (route 27/27b) or a 43 minute walk.

Frequently Asked Questions (FAQs) regarding the temporary relocation of BHF Highgate Surgery

Q: I have got an appointment booked at the BHF Highgate Surgery in Grimethorpe, do I need to do anything?

A: Your appointment will now take place at the same date and time but you should come to BHF Highgate Surgery (Shafton). If you have any appointment reminders written down at home, it is a good idea to update them to remind you to come to the Shafton site.

You do not need to let us know you are coming.

Q: Will I need to re-register with the practice due to the re-location?

A: **No**, you **WILL NOT** be required to re-register with the practice as a result of the relocation. All patients will continue to receive the same level of healthcare and services as they currently receive, albeit from a different location. You **WILL NOT** be de-registered from the practice as a result of the premises relocation.

Q: Will I get the same GP services I currently receive at the new site?

A: **YES**, the same GP services provided to patients at Highgate Medical Centre will be provided at the Shafton site.

Q: Can I be still be seen at Grimethorpe?

A: **Yes**, you can register as a new patient at Brierley Medical Centre and attend appointments at Grimethorpe. If you wish to register as a new patient at Brierley Medical Centre, your notes and medical files will be transferred over to your new GP service.

Q: Will I still be able to receive home visits?

A: **Yes**, you will still be able to receive home visits. There will be no change to the home visit service we currently offer.

Q: What happens to my medical notes?

A: All medical notes are electronically stored and so the clinical team can see them at Shafton too. You do not need to do anything.

Q. If I am not happy to be seen at the Shafton site, what should I do?

A: If you would like to discuss your concerns about the move please contact our BHF Central Admin team on 01266 729896 or email them at syicb-barnsley.bhfcentraladmin@nhs.net.

Alternatively, you will need to register with another GP surgery. You can find out which GP surgery is most accessible to you by visiting the NHS.uk website.

Q: Will the practice contact details change?

A: Highgate Medical Centre's address will change from to Highgate Medical Centre, Grimethorpe Centre, Acorn Way, Grimethorpe, Barnsley, S72 7NZ to Highgate Medical Centre, Shafton Surgery, Shafton Units 5&6, Two Gate Way, High Street, Shafton, Barnsley, S72 8WL.

The telephone number, email address and website will all remain the same.

The practice will continue to be called BHF Highgate Medical Centre as this move is just a temporary measure.

Q. I am unable to attend any of the patient engagement events, who can I contact for more information?

A: Please contact us via email on bhf.patientfeedback@nhs.net

If you would like further information a member of the team will get back in touch with you and be happy to assist.

Q: The new location is too far for me, can I register with another practice which is more local?

A: **Yes**, you can register with Brierley Medical Centre to continue to be seen at Grimethorpe or you can register with another GP practice if you wish. You can visit the NHS.uk website to find another GP practice locally to you, or alternatively you can call the NHS England Customer Contact Centre on 0333 014 2884 for further guidance.

Q: What is Barnsley Healthcare Federation?

A: Barnsley Healthcare Federation (BHF) is the largest healthcare provider in Barnsley, as well as: running 4 separate GP surgeries (Brierley, Goldthorpe, Highgate, and Lundwood); managing Barnsley's Primary Care Network (PCN) which is made up of 32 practices; and run the iHeart Barnsley out of hours GP services,

Q. What is the NHS South Yorkshire Integrated Care Board?

A: The South Yorkshire Integrated Care Board (SYICB) work with their partners in four places (Barnsley, Doncaster, Rotherham, and Sheffield) to understand and meet the local health and care of people in each of those areas.

In relation to the temporary move from Brierley, the SYICB are the commissioners of the building.