

BHF Highgate Medical Centre, Shafton Surgery, Shafton Units 5 & 6, Two Gate Way, High Street, Shafton, Barnsley, S72 8WL

Telephone: 01226 711278 | Web: www.highgatesurgery.nhs.uk

Date: 19th April 2023

IMPORTANT INFORMATION

Re: Temporary Relocation of Highgate Medical Centre

Dear Patient,

Why are we writing to you?

We are writing to you as a registered patient or carer of a registered patient at Highgate Medical Centre to provide you with information regarding a temporary relocation of the services offered at Grimethorpe Centre to Shafton from Monday 24th April 2023.

Why are the services being moved from Grimethorpe Centre so quickly?

Due to a temporary move of services from Brierley Medical Centre to Grimethorpe, all services currently delivered for Highgate Medical Centre at Grimethorpe will now be undertaken at the Shafton surgery.

If you would still like to receive medical treatment at Grimethorpe you can register with Brierley Medical Centre.

What does this temporary move of services provided at Highgate Medical Centre (Shafton) mean for patients?

You will continue to be a registered patient of the practice.

Your registration and medical records will not be affected by the move. This move will not affect the level of care that you receive, and you will be able to continue to access the same services that you currently have access to from the same GPs and practice team who you currently see at Grimethorpe Centre.

We will still be responsible for providing your care services and will be able to access your medical from the new location and during the relocation process.

Booked face-to-face appointments will take place at Highgate Medical Practice, Shafton Surgery, Shafton Units 5 & 6, Two Gate Way, High Street, Shafton, S72 8WL from Monday 24th April 2023. The last day of services being provided from Grimethorpe Centre will be Friday 21st April 2023.

If you require a **home visit** this will be unaffected by the temporary relocation of services from Grimethorpe Centre.

If you need to contact us regarding any appointments, please call us on 01226 448999. You can still book appointments online and via the NHS app. For further information please go to the website www.highgatesurgery.nhs.uk

Where will my GP services be temporarily moving to?

Services currently provided from Grimethorpe Centre will temporarily move to take place at the Highgate Medical Centre, Shafton Surgery from **Monday 24th April 2023**.

The Highgate Medical Centre is located 2.3 miles from the current Grimethorpe Centre building. This is approximately a 11-minute drive by car, or a 27-minute journey via bus (route 27/27b). Please see attached map of the current and new premises with travel information.

What options are available to me if the Highgate Medical Centre (Shafton) is not convenient for me to access?

If you are concerned about the travel from Grimethorpe to Shafton, our team are here to help and can assist you in looking at your travel options. Please contact the surgery or the Barnsley Healthcare Federation Central Admin team (details below).

Alternatively, if the move from Grimethorpe to Highgate (Shafton) and the opportunity to access the new location is not convenient for you, you may register with the Brierley surgery and still attend appointments at the Grimethorpe Centre and we can help you to do this by calling Barnsley Healthcare Federation's Central Admin team on 01266 729896.

Who do I contact if I have any queries or concerns regarding this?

You can contact Barnsley Healthcare Federation's Central Admin on 01226 729896 or email syicb-barnsley.bhfcentraladmin@nhs.net with any concerns/queries.

What happens next?

If you have any appointments booked after Friday 21st April 2023, please attend these as usual at the Highgate Medical Centre, Shafton Surgery.

We will be in contact with you again within 3 months from the date of this letter to discuss further updates.

Where can I access further information regarding the relocation?

To help address any immediate queries that you may have regarding the relocation of the practice, a set of Frequently Asked Questions (FAQs) have been included with this letter.

If you would like to request this letter and attached FAQs in a different format or language, please call our team on 01226 729896 or visit www.highgatesurgery.nhs.uk

We will make every effort to endure minimal disruption to services during the relocation period and will notify you with any updates or potential disruptions as soon as possible.

Yours Sincerely,

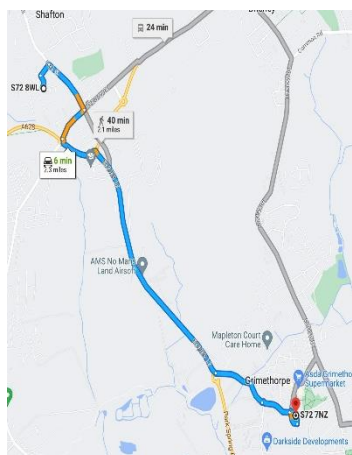


James Barker

CEO

Barnsley Healthcare Federation

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 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.