



---

Kelvin House, 1-2 Victor Terrace, Bearpark, Durham, DH7 7DG  
Tel: 0191 373 2077 Fax: 0191 373 6216

Gilesgate Medical Centre, Sunderland Road, Durham, DH1 2QQ  
Tel: 0191 386 4242 Fax: 0191 383 1582

Framwellgate Medical Centre, 50 Front Street, Durham, DH1 5BL  
Tel: 0191 386 6044 Fax: 0191 383 1484

6<sup>th</sup> December 2017

Dear Patient

### **Temporary changes to Framwellgate Moor Surgery**

I am writing to you as a patient at Framwellgate Medical Centre to advise you about some short term changes to our Framwellgate Moor site. We have been successful in securing funding from NHS England for major improvements to the surgery. We believe this refurbishment will give considerable benefits to patients at Framwellgate Medical Centre

The reason for this refurbishment is to reconfigure the front of the building to create two additional consulting rooms, automated entry doors and an access ramp.

Due to the complexity of the building works we have been granted permission from the CCG and NHS England to close the site for a maximum of 6 weeks; no services will be provided from Framwellgate Moor during this time. This is scheduled to take place in January 2018. We will close after surgery on 5<sup>th</sup> January 2018 and re open no later than 19<sup>th</sup> February 2018.

With regards to the current level of service, we can assure you there will be no reduction in opening hours or changes to which services are currently available. All local services will also remain the same, for example you will still be able to get your repeat medication in the same way that you do now, and from the same Pharmacy.

Patients who are housebound or those who reside in a nursing home will continue to receive home visits. This will be by the same doctors and nurses who work for our practice.

Our admin and clinical teams will be working across our other two sites during the period of closure.

We have taken significant steps to ensure that our patients have access to our services;

- The same number of GP appointments will be available across Bearpark and Gilesgate but they will be delivered in different time slots. This includes home visits.
- Saturday surgeries will be alternating between Bearpark and Gilesgate while Framwellgate is unavailable.
- The telephone and fax numbers will be diverted to our Bearpark site.
- Increasing the use of the Electronic Prescribing System (EPS)
- Repeat dispensing for 3 months those patients eligible
- Transport is available from the bus stop outside Framwellgate Surgery where required.
- Working with local pharmacies around the collection and delivery of non EPS prescriptions

- Local bus services are run by Arriva and timetables will be on the practice website.
- A shuttle service will also be available running from Framwellgate Medical Centre to the other practices on a regular basis. When you book an appointment the receptionist will advise you of the time of collection and drop off.

We have also compiled a frequently asked question and answer sheet which will be available along with the plans for the refurbishment in reception and on the practice website: [www.dunelmmedicalpractice.co.uk](http://www.dunelmmedicalpractice.co.uk)

We will continue to keep the website updated, along with any further information we need to share with our patients throughout this period. In addition, we have informed Healthwatch Co Durham of our proposal. They are also available for you to contact should you have any queries you would like to raise regarding this proposal (0191 378 7690).

Please do not hesitate to contact the practice if you have any questions that have not been covered on the list of frequently asked questions (FAQs).

Yours sincerely



Helen Collier  
Business Manager  
Dunelm Medical Practice

Tel: 0191 373 2077

Email: [Helen.collier2@nhs.net](mailto:Helen.collier2@nhs.net)



Dr G H Welsh ~ Dr E E Osborne ~ Dr S Wild  
Dr D Nicolaides ~ Dr J C Bains ~ Dr S Bethapudi  
Dr D W Smart ~ Dr H Cooke ~ Dr JM Ibbott

---

Kelvin House, 1-2 Victor Terrace, Bearpark, Durham, DH7 7DG  
Tel: 0191 373 2077 Fax: 0191 373 6216  
Gilesgate Medical Centre, Sunderland Road, Durham, DH1 2QQ  
Tel: 0191 386 4242 Fax: 0191 383 1582  
Framwellgate Medical Centre, 50 Front Street, Durham, DH1 5BL  
Tel: 0191 386 6044 Fax: 0191 383 1484

30 November 2017

**Dear Patient**

To help you understand how the temporary closure of Framwellgate Moor Surgery may affect you and to alleviate any concerns you may have, we have compiled some responses to frequently asked questions.

### **Frequently Asked Questions**

#### **Why is the practice closing?**

The upgrade to the Framwellgate premises will ensure better compliance with the Disability Discrimination Act 1995, Equality Act 2010, fire regulations, health and safety and infection control guidelines. It will improve the overall level of suitability of premises to access primary care. The development is key to providing primary care for new build developments at Framwellgate Moor and Aykley Heads identified within The County Plan of Durham County Council.

#### **How is the refurbishment being funded?**

The GP partners of the practice successfully applied for an improvement grant from NHS England who have agreed to pay a proportion of the overall costs. The remainder will be funded by the GP partners.

#### **Who is carrying the building work?**

The Practice is working with T Manners and Sons Ltd from Bishop Auckland. They have over 100 years of building experience and they have recently completed similar projects in the Darlington area.

#### **What will be the benefits of the refurbishment?**

The renovation will create a new accessible entrance and two additional consulting rooms. It will also include remodeling the existing reception and waiting area, making some minor improvements to the accessible toilets and include a new accessible ramp for the new entrance.

#### **Why does it have to close for as long as six weeks?**

For reasons of health and safety due to the nature of the refurbishment it is not possible for the building to be open to the public.

#### **When is the work going to start and when will it be finished?**

The work is happening in 3 stages;

Stage 1 – the external ramp and car park. This work starts on Monday 4<sup>th</sup> December and will be completed by Thursday 21<sup>st</sup> December.

Stage 2 – when the practice is closed. Structural changes to the front of the building, waiting area, two additional clinical rooms and the reception area. This work starts on Monday the 8<sup>th</sup> January and the surgery will be re-open on Monday 19<sup>th</sup> February 2018.

Stage 3 – Improvement works to the existing consulting rooms, staff areas and cleaners facilities. This work will be ongoing after stage 2 and will be completed by Friday 30<sup>th</sup> March 2018.

Their hours of work will be 07:30 to 16:30 Monday to Friday.

### **How will this affect me when I'm ill and need to see a GP or ANP?**

The practice closure will not change the way in which the current service for booking appointments works. When you are ill and need to contact the practice.

### **Is the practice employing more doctors or nurses?**

No. At this stage there are no plans to increase the numbers of clinical workforce at the practice but the refurbishment means we will be able to use our existing resources more effectively.

### **Will the Saturday morning surgery end?**

No. The Saturday surgery service will be held at either at our other sites during the time Framwellgate Moor is closed;

Saturday 6<sup>th</sup> January – Gilesgate Medical Centre

Saturday 13<sup>th</sup> January – Bearpark Surgery

Saturday 20<sup>th</sup> January – Gilesgate Medical Centre

Saturday 27<sup>th</sup> January – Bearpark Surgery

Saturday 3<sup>rd</sup> February – Gilesgate Medical Centre

Saturday 10<sup>th</sup> February – Bearpark Surgery

Saturday 17<sup>th</sup> February – Gilesgate Medical Centre

### **Is this a permanent closure?**

No. The surgery will close for six weeks. The surgery will close on Friday 5<sup>th</sup> January 2018 at 6pm and it will re-open on Monday 18<sup>th</sup> February 2018 at 8:45am.

### **Can I choose whether I go to Bearpark or Gilesgate?**

When you contact the surgery you will be offered the first available appointment, the receptionist will inform you where this will be. You will be able to discuss your needs with the reception staff who will do their best to book you an appointment that is at the most appropriate location. There is limited car parking available at both Bearpark and Gilesgate Medical Centres.

### **Do I have to change the doctor that I see?**

No. There are no changes to any of the clinical or admin staff at the practice. You can continue to see the clinician you normally see.

### **How will I get my repeat prescription?**

For patients who collect their prescriptions directly from the chemist of their choice there will be no change to this service.

For patients who collect their prescription form from the surgery, the receptionist will inform you of when and where the prescription should be collected from.

### **Will I have to change which pharmacy I get my prescription from?**

No. You will continue to be able to collect your prescription from the pharmacy of your choice especially if you have signed up for the Electronic Prescription Service (EPS).

### **Where can I collect my regular Fit Note / MED3 from?**

The receptionist will advise you where you can collect your Fit Note / MED3 from.

**What is the new telephone number?**

The phone number will be the same as all calls are being diverted to our Bearpark site.

**How will I get to the surgery?**

Local bus services are run by Arriva and timetables will be on the practice website. A shuttle service will also be available running from Framwellgate Medical Centre to the other practices on a regular basis. When you book an appointment the receptionist will advise you of the time of collection and drop off.

**What if I am too ill to get to the surgery?**

There is no change to the home visiting service. If you are housebound the receptionist will arrange for you to receive a triage phone call from a GP who will arrange a home visit if necessary. The visit will be carried out by the most appropriate clinician (Advanced Nurse Practitioner or GP).

**What about the frail elderly patients with deteriorating health problems?**

There will be no change as to how we manage home visits for our most vulnerable and frail patients. This service will continue without any change as to how it currently works.

**Will you have my medical records at the other surgery?**

Your medical records are held on our computer system which can be accessed in any of the Dunelm sites.

**Will I have to wait longer to see a doctor?**

No. There will be the same amount of appointments available.

**Can I continue to see my regular nurse?**

Yes. There are no changes to the staff.

**How will the doctors manage to see all of the extra patients at the other surgery?**

We are increasing the amount of appointments throughout the day so that there will be more availability in the middle of the day.

**Will this affect my care?**

No. We are confident that by maintaining the level of appointments available across our other two sites, that any disruption will be minimal.

**Will I have to register at another surgery until you reopen?**

There is no need to register at another surgery for the six week period unless you are moving out of our practice area.

**Can I permanently change over to Gilegate/Bearpark?**

No. When Framwellgate Medical re-opens, normal service will be resumed.

**Can I see the plans?**

Yes. The plans, along with updates on the refurbishment are on the practice website which is [www.dunelmmedicalpractice.co.uk](http://www.dunelmmedicalpractice.co.uk).

**Will there be any change to the opening hours at Bearpark or Gilesgate?**

There will be no change to the current opening hours or to the availability of services currently provided by the practice.

**How will this affect staff currently working at the practice?**

We have consulted with staff and they are aware of the proposed changes. Staff will relocate to Gilesgate and Bearpark for the six week period.

I hope we have been able to provide you with further information regarding the refurbishment. However, should you have any other questions please don't hesitate to contact the practice.

Finally, on behalf of the practice and our staff, I would like to take this opportunity to thank you for your continued support.

Yours sincerely  
Helen Collier and Rachel Shakir  
On behalf of the partners  
Dunelm Medical Practice