

Dear Patients

We are writing to let you know about changes to our practice which may be happening shortly.

We have notified the Health Board that the retiring GPs that own the Hafod branch surgery at 8, Morgan Street, are planning to sell the building. This means that when the building is sold, all of our patients, including those who attend the branch surgery, will continue to receive full access to our services, and will remain registered with us at the Brunswick Health Centre.

This change will not affect the way we triage patients over the telephone (deciding how to manage their care.) Housebound patients will also continue to be seen as before. However, once triaged, if patients do need face-to-face consultations or care, they would need to be seen at our main Brunswick Health Centre in St Helen's Road.

Unfortunately, the Morgan Street branch is simply no longer suitable for providing modern health care as it does not meet NHS standards and we as remaining GPs do not wish to purchase the building for this reason.

By comparison, the Brunswick Health Centre is a modern building, with better access for disabled patients. By consolidating our services onto one site we will be able to offer patients more appointments, and we also have plans to expand our clinical rooms. We also plan to become a teaching practice, which will be highly beneficial for all of our patients.

We realise that you may have questions, and we have tried to anticipate some of these in the Q&As below. However, you may have additional queries and points which you would like to raise.

So we are holding a six-week patient engagement exercise to understand how this change may impact you and we welcome your feedback. We will do our best to accommodate any suggestions you may have if it is possible and practical to do so.

You can get back to us with your feedback via the contact details at the end of this letter.

## **Q&As**

### **What will the changes mean to patients?**

All Hafod patients will remain registered with Brunswick Health Centre. There will be no changes the way we triage patients over the telephone and if you need to be seen by any of our health care professionals for an appointment, this will be at our main site at Brunswick Health Centre. All housebound patients can still be seen and will need to ring the main surgery number on 01792 643001 to request a home visit.

### **When will this happen?**

It's important that we give patients the opportunity to provide feedback, so we are carrying out a six week patient engagement exercise first. The branch surgery will continue to operate until the building is sold.

### **Will the practice operate normally until then?**

All patients can still ring the branch surgery as they normally do to request a telephone appointment etc. but all patients will be asked to attend the main surgery to be seen by a health care professional.

### **What will happen to the Hafod Surgery Site?**

As the registered owners of the of the Hafod building, the retiring partners will be putting the building up for sale.

### **What transport options are available?**

Good public transport availability means that Brunswick Health Centre is readily accessible to patients in the Hafod area. Hafod surgery is situated a short distance from Neath Road and this is one of the main bus routes to the city centre.

### **Are there any changes to the practice boundary / will I need to register elsewhere?**

There are no plans for Brunswick Health to change its boundaries.

If you are an existing patient who changes address within the existing boundary, you will not be required to register elsewhere.

If you are currently a patient at the surgery and you are living outside our boundaries, you will not be required to change GP. However, if you change to a new address and the new address is outside our boundaries, then you will be asked to register elsewhere.

So we have not changed the way we accept patients, as long as you live within our surgery boundaries.

However if you wish to register at another practice, you are free to approach the practice you have in mind and ask to go through the usual registration process.

### **How do I find out details about other local surgeries?**

You can contact the local Shared Services Partnership on 01792 860451

### **If I am housebound and was registered in the Hafod can I still be seen at home?**

Yes, we will still see housebound patients in their home once this has been triaged by the doctor.

**What will happen regarding repeat prescriptions?**

Patients can still order their repeat prescriptions online through My Health Online / or in the main surgery or they are welcome to hand their requests to any local pharmacy or by post.

**What will happen to the staff at the practice?**

The staff are all employed at Brunswick Health Centre and will continue to work at the main site.

**Will there be parking facility in the main surgery?**

We have parking facility for disable parking at the rear of Brunswick Health Centre and there is ample parking in the front of the property and on street parking.

**How can patients give feedback or have their questions answered?**

If patients are worried or have any queries or feedback, please email:

[SBU.PrimaryCareTeam@wales.nhs.uk](mailto:SBU.PrimaryCareTeam@wales.nhs.uk)

Or you can telephone Swansea Bay University Health Board on: 01792 601800

Please be reassured that Brunswick Medical Centre is still open and will continue to provide GP Services to all of our patients

Yours sincerely

Dr's G Jones, H Locking and R Beynon