

White House Surgery building closure and relocation to the Mildenhall Hub - Q&As

Q: *What changes are happening?*

A: Dr Hopkinson and the practice team want to ensure that we can provide high-quality primary healthcare services to meet the growing needs of our patient population, now and in the future.

In order to achieve this, we have reviewed how we can use our resources as effectively as possible. We want to ensure that GPs and clinical staff use their time in the most beneficial way for all our patients and that our services are provided in safe, well maintained buildings that are fit for purpose.

As a result, we have closed the White House Surgery at 10 Market Place, Mildenhall and plan to relocate to the new Mildenhall Hub when it is completed. The modern and more accessible hub will bring a range of public and community services together on one site. Building work began in 2019 with a view to opening in 2020/2021.

The White House Surgery has been temporarily closed since 30th March due to the Government's COVID-19 pandemic restrictions. These, coupled with operational restrictions, safety issues and poor access made us consider its permanent closure in the interests of both our patients and staff.

We would like to thank all of our patients and members of the local community who engaged with us on this issue. All feedback received was reviewed as part of our decision-making process. The majority supported our proposal to close the building, as it is no longer fit for purpose.

We appreciate that some patients may be upset by the temporary loss of our Mildenhall based services until they move to the Mildenhall Hub, and we are very sorry for any disruption that this may cause.

The Reynard Surgery provides primary healthcare services to all our patients no matter where they live, whether they are registered at our main surgery in Red Lodge or at our branch surgery in Mildenhall.

Please be assured that the Reynard Surgery building comfortably provides space and safe facilities to continue supporting all patients from Mildenhall and the surrounding areas until there is additional service provision in place at the new Mildenhall Hub.

Our priority is to ensure that all our patients have access to safe, high-quality primary healthcare services including a local GP.

Q: *What do I need to do?*

A: You do not need to do anything. Just contact the practice in the normal way to access any of our services.

We will continue to provide services at the Reynard Surgery for all our patients including those from Mildenhall and the surrounding areas, and keep you updated with progress on the Mildenhall Hub.

Q: *Why have you permanently closed the White House Surgery building?*

A: We have provided services from the White House Surgery for many years, but the building is very old and its operational issues have prompted our plan to relocate our Mildenhall-based services to the new, modern and more accessible Mildenhall Hub.

Since 30th March, we have successfully provided services from the Reynard Surgery for all of our patients from Mildenhall and the surrounding areas while the White House Surgery building has been temporarily closed due to COVID-19 restrictions.

Some of the current COVID-19 restrictions may ease over the coming months, but coupled with the building's existing issues, they mean it is no longer possible to maintain our normal quality of safe healthcare provision from the site. We therefore have had to consider whether it is in the best interests of both our patients and staff to apply for the permanent closure of the building.

The majority of feedback received on this issue supported our proposal to close the building, as it is no longer fit for purpose.

We appreciate that some patients may be concerned that it will take a few months before we can realise our plan to move to the new Mildenhall Hub. Please be assured that every effort is being made to ensure all of our patients receive the care they need with the least disruption possible.

Q: *How will you care for those patients from Mildenhall and the surrounding areas until the Mildenhall Hub is completed,*

A: Our priority is to ensure that all our patients have access to safe, high-quality primary healthcare services including a local GP and we would like to reassure you that the Reynard Surgery has capacity to continue supporting all patients from Mildenhall and the surrounding areas until there is additional service provision in place at the Mildenhall Hub.

Our capacity has been enhanced by the introduction of the eConsult online service in March which has been very well received and now used by many of our patients. It has been particularly useful during the COVID-19 restrictions and will remain as an ongoing alternative to face to face consultations.

Reynard Surgery
Turnpike Road
Red Lodge
Bury St Edmunds
IP28 8LB



We have our extended hours service of both early morning and later evening appointments from the Reynard Surgery. Not only does this create additional appointments, it has proven to be very useful for patients that work and find it difficult to come within normal surgery hours, or for patients who prefer to be seen when the surgery is quieter.

Q: What happens if we need a home visit?

A: Home visits will continue in the normal way. Call the Reynard Surgery to make a request **01638 552211**.

Q: /my family are vulnerable/have special needs

A: We will continue to look after you/your family in the same way.

Please be assured that we are committed to ensuring that all our patients have access to high-quality healthcare.

Q: Why are you planning to move your Mildenhall services to the Mildenhall Hub?

A: We have provided services from the White House Surgery building for many years, but the building is very old and it has a number of operational restrictions, safety issues and poor access.

The new Mildenhall Hub will provide modern facilities that support today's healthcare requirements for our GPs, practice team, and more importantly, our patients. The site will be easy to access with ample parking, including disabled bays.

Q: Where is the new Mildenhall Hub? Can I find more information about it?

A: The site address is Sheldrick Way, Mildenhall, Bury St Edmunds, IP28 7JX. More information about the project can be found at: www.mildenhallhub.info

We will keep you updated with progress on the Mildenhall Hub.

Q: Will I need to register with The Mildenhall Hub as my practice when it opens? Will the surgery at the hub have my patient record?

A: Your registration will remain the same and the Mildenhall Hub will have your patient record. Our Mildenhall services will just be relocated to a different building.

Q: I have been coming to see my doctor at the Whitehouse Surgery for a long time and am concerned about visiting a new building.

A: Please be assured that we are committed to making sure that everyone feels comfortable and at ease in accessing the care they need from a different building.

The new Mildenhall Hub will provide modern facilities that are easy to access with the added advantage of other public and community services on site, including leisure facilities, the Citizen's Advice Bureau and Suffolk Libraries Service.

Q: *My prescription is due in the next few weeks what should I do?*

A: There are a few alternative options:

- We have a dedicated prescription ordering line that you can telephone on **01638 750074** Monday to Friday 9am - 12pm & 2pm - 5.30pm.
- You can also use our Patient Online Services – call reception for more details **01638 552211**.
- In response to COVID-19, patients who receive regular or repeat medicines that do not change regularly may be suitable to be signed up to electronic Repeat Dispensing (eRD), where your GP can authorise your medicines to be collected monthly from your local pharmacist.
Find more information at www.reynardsurgery.co.uk under Prescriptions - Electronic Repeat Dispensing.
- During COVID-19, the surgery is offering a medicines delivery service for Shielded patients within the current guidelines.

Q: *I live in the Mildenhall area and do not have my own transport, is it possible to travel to the Reynard Surgery on public transport?*

A: Yes:

- There are bus stops directly outside the Reynard Surgery with regular bus services from Mildenhall and the surrounding areas.
Find more information at: bustimes.org/localities/mildenhall-suffolk
- Connecting Communities provide affordable and accessible solutions to those who otherwise find it difficult to use public transport.

Find more information at: www.thevoluntarynetwork.org/community-transport or call **01638 664304 / 01440 712028**