

GP surgery services will be at Crouch Vale Medical Centre from 11 November

This is the fourth edition of our joint newsletter to inform South Woodham Ferrers residents, including everyone registered at one of our surgeries, about our relocation to Crouch Vale Medical Centre.

We are delighted to tell you that, unless unexpected issues arise, we now have a confirmed date for the move – the weekend of 9th and 10th November.

That means the first day we expect to be offering your usual GP-led services from our modern new facility is **Monday 11 November**.

We are sorry it has taken longer than expected to move the town's three practices into our new home, as delays to highway works were beyond our control. But it is great news that we now will now be based in a building fit for 21st century NHS services.

We have worked with local transport companies, charities and other NHS services that support you to ensure the smoothest possible transition. And we are incredibly grateful to you, our local community, for your patience during the transition.

The Brickfields, Greenwood and Kingsway practice teams



What changes? And what stays the same after the move to the new building?

Now we have dates for our move and opening of the medical centre, we are busy updating the Frequently Asked Questions list (FAQ) with the latest information for our registered patients – and everyone else living in and around South Woodham Ferrers who might go there.

The latest version of the FAQ will be up on all three practices' websites very soon, and we will also be sharing information with local media so we can reach as many people as possible.

We have some important news for Brickfields Surgery patients, which you can read about on page 2.

There is also information inside on details of other services that will be based at Crouch Vale Medical Centre – including blood testing – and how to contact us with any other questions.

Dr Suzanne Everett to retire next month

A very familiar face to South Woodham residents will be taking her well-deserved retirement at the end of next month. Brickfields Surgery lead GP Dr Suzanne Everett is planning to step back from her regular clinical work after nearly four decades in general practice. She has written this letter to her patients.

Dear Patients,

You may have already heard that I will be retiring at the end of November. I wanted to let you know personally, particularly as I have known many of you for so long.

I was originally planning to retire earlier in the year, but with the impending move to Crouch Vale Medical Centre (CVMC), I decided to stay on for a few months. Unfortunately the delays in our move have meant that my retirement comes immediately after Brickfields has relocated.

It will be a hard wrench, but after more than 33 years as a GP in the town, it is time for me to hand on the baton to my younger colleagues. Brickfields will carry on at CVMC and you will continue to see all the familiar faces as well as new faces from the other two practices who will be sharing the building. It will be a fantastic resource for the town and I am sure you will soon feel at home.

I have always enjoyed being a GP and feel very honoured to have known so many of you for so long. Thank you for your trust and confidence in me and above all, your friendship.

With very best wishes, *Dr Suzanne Everett*

The South Woodham Ferrers GPs will miss Dr Everett's huge breadth of medical experience and her good humour. Her last day in surgery is 27th November and before then, a message book is available in Brickfields reception if you would leave her a note.

Brickfields and Kingsway working in partnership

We are pleased to inform you that from 11 November, Dr Susan Mathew and Dr Kishore Krishnamurthy, who run Kingsway Surgery, are joining Dr Everett as partners of Brickfields.

This exciting partnership will enable Dr Everett's fellow GPs to work at both surgeries. Brickfields and Kingsway patients will otherwise continue to receive care from the same teams they usually do and no changes to staffing are currently planned.

Joint working, different practices

Brickfields, Kingsway and Greenwood Surgeries will have a joint reception at Crouch Vale Medical Centre. But the practices remain separate so you will continue to receive the high quality care you normally would, from the same teams you normally see.

Checking in and booking up

The reception desk on the ground floor of Crouch Vale Medical Centre will be your gateway to most of the services available in the new building – everything from GPs and practice nurses to the voluntary groups based on the first floor.

But there is a different process if you are in the building for NHS community services such as podiatry or an ear, nose and throat appointment. These are delivered by Provide CIC, who are running a 'virtual reception' with screens on the first floor.

Appointments on Saturdays for GP surgery services

The Extended Access service offering Saturday appointments with GPs, nurse practitioners and other healthcare professionals has proved popular with residents.

Greenwood Surgery has hosted this service locally, but the move means, **for Saturday 9th November only, your nearest Extended Access appointments will be in [Wyncroft Surgery](#), at 3 Priory Road, Bicknacre, CM3 4EY.**

Please note, these are not walk-in appointments, but as usual, you can book at other mid Essex hubs if you prefer.

We expect Crouch Vale Medical Centre to be hosting the Saturday appointments from 16th November onwards.

Other services coming to Crouch Vale Medical Centre

In addition to Brickfields, Greenwood and Kingsway Surgeries operating from the ground floor of the new building, a number of NHS and other community services will be available on the first floor from 11th November. These include the following.

NHS services from Provide Community Interest company

- Paediatric diabetes services
- Cardiac clinic
- Paediatrician clinics
- Paediatric speech and language therapy
- Essex Sexual Health Service
- Ear, nose and throat (ENT) clinics
- Community physiotherapy
- Essex Lifestyle Service, supporting stop-smoking and other wellbeing programmes



Essex
Lifestyle
Service



From other providers

- Blood testing, by Mid Essex Hospital Services NHS Trust (MEHT)
- Eye clinics with MEHT
- Obstetrics and gynecology appointments with MEHT
- Health in Mind, the mid Essex Improving Access to Psychological Therapies (IAPT) service
- Learning disability services from Essex Partnership University NHS Foundation Trust
- Ultrasound services
- Centre Supporting Voluntary Action (CVS)
- Hearing Help Essex
- Toenail cutting service



Blood testing in South Woodham Ferrers

During the period between when we originally planned to move and the opening date on 11th November, we have been stepping up the blood testing offered by the town's three GP practices.

This is to make sure blood tests remain on offer in South Woodham Ferrers and no patient's care has been affected by temporary gaps elsewhere.

We expect the usual blood testing service for the town, from Mid Essex Hospital Trust staff, to resume at Crouch Vale Medical Centre from its first day of opening.

Get in touch!

If you have a query that does not appear in the Frequently Asked Questions list being updating for our websites, do contact us. **Each practice's phone number will remain the same after we move.**

- **Brickfields Surgery**
www.brickfieldssurgery.co.uk
01245 328855 or
brickfieldssurgery@nhs.net
- **Greenwood Surgery**
www.greenwoodsurgery.co.uk
01245 426898 or
greenwood.meds@nhs.net
- **Kingsway Surgery**
www.kingswaysurgery.net
01245 321391 or kingsway.receptionist@nhs.net

Details of bus routes and alternatives will be on practice websites soon!