

Dr N Lowe
Highfield Health
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Highfield
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Providing NHS services

10/06/2021

Dear All Highfield Health Patients

I am writing to remind you that Highfield Health will be moving to a new location in Highfield.

It is our intention to move on the **26th of July** and we will be keeping our website up to date with the latest details.

Our new location will be:

38 Highfield Road
Southampton
Hampshire
SO17 1PJ

Located conveniently between the University's Highfield and Avenue campuses, this new location will provide larger, newly renovated premises that will enable us to continue to offer a great service to our patients and remain at the heart of the Highfield community.

The NHS Hampshire, Southampton and Isle of Wight CCG (which commissions our services) have formally approved our move. Please accept our apologies for any inconvenience this change may cause, we very much appreciate your continued support of our practice. If you have any questions or would like to provide feedback on the move, please contact us on 02380010048 or soccg.highfieldhealth@nhs.net.

All patients will continue to be seen at our existing University Road surgery until it closes. For more details please find attached a list of FAQs.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'N Lowe'.

Dr N J Lowe

Frequently Asked Questions (FAQ)

Move of practice site from: 31 University Road SO17 1TL to 38 Highfield Road SO17 1PJ

Q. Why is Highfield Health Moving Premises?

A. Our current premises on University Road is owned by the University and they have identified a new purpose for that building. We're delighted that our close working relationship with the University has resulted in their decision to provide us with a newly refurbished surgery in Highfield Road.

Q. Does the practice have to seek approval to move sites?

A. Yes, we have to consult closely with NHS England and NHS Hampshire, Southampton and Isle of Wight CCG. This process is well under way and has been approved. We are also keeping key organisations informed across the city.

Q. Will I still be able to see the GP or Nurse I am used to?

A. Yes - individual patients will still be able to see the GP or Nurse they prefer and get the NHS services they need.

Q. What about transport and parking?

A. There is a car park at 38 Highfield Road unlike the current practice site which is permitted parking only. The surgery is very near to the local bus routes with the closest bus stop being 200 Ft. away from 38 Highfield Road. The main bus interchange is 0.5 miles away from 38 Highfield Road.

Q. What about disabled access?

A. Like the current site 38 Highfield Road will have disabled access, a disabled toilet and disabled parking.

Q. How will I be able to make an appointment?

A. You will be able to make appointments in person, by phone or online as we currently do, to request an advance booked, urgent on the day, telephone consultation or home visit. The e-consult service will also continue.

Q. Will you still offer the same services?

A. Yes – we plan to continue all current services – such as home visits, immunisations, screening tests, minor surgery, managing long term conditions, research, and everything else.

Q. Will I need to change my Pharmacist?

A. No – There are a variety of pharmacies in the local area which our patients can continue to use. If you currently don't have nominated pharmacy you can use <https://www.nhs.uk/service-search/find-a-pharmacy/> to search for your local pharmacy and inform the practice that this is where you would like prescriptions to be sent to.

Q. Do I have to stay with the practice?

A. No – of course you are free at any time to register with another GP Practice if you are dissatisfied with ours. It is quite easy to register at another Practice – You can search for a surgery in your catchment area by using <https://www.nhs.uk/SERVICE-SEARCH/find-a-gp> . You can just present yourself to the new Practice, fill in some registration forms and that's usually it. Of course we hope that you stay with us, as we feel that once things have settled down we will be providing an excellent service hopefully even better than before. We are interested in hearing your views on the closure. Should you have any further queries, please email soccg.highfieldhealth@nhs.net