



Dear Patient,

As you may be aware, Green Meadows Surgery and Ascot Medical Centre will be co-locating to Brook House, a modern, fully refurbished building located at Heatherwood Hospital.

We would like to inform you that we are in the process of moving to the new site and will be operating and providing our services from the new site, Brook House, at Heatherwood Hospital, from 22 June 2021.

Due to the move, the practice will be closed to patients on the 21<sup>st</sup> of June. Patients requiring medical care can call 03000 24 0005 as out of hours cover will be provided for both practices on the day. Alternatively, NHS 111 can make sure you access the most appropriate service for your health concern. If needed, NHS 111 can book you in to be seen at your local A&E or direct patients to Urgent Treatment Centres, Minor Injuries Units, emergency Dental Services, Pharmacy or another more appropriate local service.

Earlier this year, we issued some FAQ's on our website. Below are some updated FAQ's:

**Is this a merger of the two Practices?**

No, the two practices will be sharing the same premises, Brook House on the Heatherwood Hospital site. However, both practices anticipate closer working arrangements to benefit the population of Ascot through sharing skills and a range of services.

**What will happen from the 22<sup>nd</sup> of June?**

From the 22<sup>nd</sup> of June the two practices will have moved into and be providing services to patients from Brook House.

**How do I get to the new premises once Green Meadows Surgery & Ascot Medical Centre moves to the Heatherwood Hospital site?**

Brook House is on the Heatherwood Hospital site. Please note Brook House is not part of the main hospital site, it is a separate building that can be accessed via the new roundabout on Kings Ride which will be well signposted from all major roads including the A329 and the Heatherwood roundabout.

The new address is:

**Green Meadows Surgery  
Brook House, Heatherwood Hospital  
Brook Avenue  
Ascot  
SL5 7GB**

Patients will still be able to use the current telephone numbers.

**Green Meadows Surgery contact details:**

Telephone Number: 01344 621627

Website: <https://www.greenmeadowssurgery.co.uk>

Address:

**Green Meadows Surgery**  
**Brook House, Heatherwood Hospital**  
**Brook Avenue**  
**Ascot**  
**SL5 7GB**

**Is there parking?**

There is limited parking at Brook House which is free for patients'. Patients will need to collect a patient parking permit from the reception desk. There are also bike stands available for patients to use and negotiations are ongoing with the council re additional bus routes.

**Will the opening hours change?**

These will not change and opening hours will be the same as before.

**How do I collect my prescription, blood test forms and referrals letters?**

All of these will be available from both Practices in the usual way.

**Face to Face appointment access**

Following the changes in guidance from NHS England regarding appointment access, we would like to assure our patients that face to face appointments will continue to be provided following a brief assessment of your needs. In addition to this, as restrictions ease we are working to increase this face to face capacity in a Covid-secure way, whilst retaining the flexibility to offer online and telephone access where these are preferred.

If you are feeling unwell you can still phone us. If you are due to come into the surgery for a face to face appointment, please remember to wear a face covering. Measures are in place to keep you safe from infection during your visit to the surgery. You can also call NHS 119 if you are calling about your second Covid-19 vaccination appointment, please only make contact if you have passed your 11<sup>th</sup> week.

**Staying informed**

Please continue to visit our website, which will be regularly updated with information to help patients make most effective use of the Practice.

To keep up to date with the latest news from the practice, please make sure the practice has the most up to date telephone numbers (mobile and landline) and email address for you.

Our website has the most up to date information on the move and how to find us.

If you are interested in joining the PPG please contact them via email [info@greenmeadowspg.org](mailto:info@greenmeadowspg.org)

We hope this helps to answer some of your questions about the move, if you have any further questions please contact the practice.