

# Frequently Asked Questions (FAQs)

## **Why is Ticehurst Surgery closing?**

The Ticehurst Surgery is located in Newington Court, an Independent Living Scheme owned by Southern Housing. As part of its plan to provide much-needed affordable housing in Ticehurst, Southern Housing entered discussions with the District Council. Their proposal was to clear and develop part of the site, whilst retaining a smaller, improved scheme in the block containing the surgery.

Whilst carrying out surveys of the retained block, Southern Housing discovered the building containing the surgery is not compliant with fire regulations. The investment needed to substantially rebuild the block to meet safety compliance requirements made the original proposal too expensive to undertake.

Whilst the closure may cause concern for some residents of Ticehurst, it will mean that the Wadhurst surgery can consolidate its services on a single site, making it more resilient and able to deal with absences, such as staff sickness.

## **Is the Ticehurst Surgery building safe?**

The fire teams from both the practice and Southern Housing have assessed the level of risk of the building and determined that, in the short term, it is safe for patients and staff to continue to use it. We will use the next few months to increase the number of consulting rooms at Wadhurst and make some other changes to the building to improve its quality.

## **Will the proposed change affect appointment availability at Wadhurst surgery?**

The total number of appointments offered by the surgery will remain the same – all of the GP and nurse appointments currently offered at Ticehurst will now be offered at Wadhurst, so there will be no reduction in the overall capacity we offer our patients.

## **Will this affect the staffing situation at the practice?**

There will be no reduction in staffing as a result of this change. All of our team of GPs, nurses, pharmacists, physiotherapist and healthcare assistants will continue to be available, as now.

Consolidating all of our staff on one site will add efficiency and resilience to our services.

## **How can I travel from Ticehurst to Wadhurst?**

Wadhurst is approximately 3 miles from Ticehurst – a drive of about 10 minutes.

The 354 Bus travels between Ticehurst and Wadhurst, departing from either Horsegrove Avenue or The Bell in Ticehurst. The service runs 7.00 am to 8.00 pm and lasts 10-12 minutes.

Community Lift Schemes are available from Ticehurst Community Friends: 01580-849280

## **How will I get my prescriptions once Ticehurst closes?**

The Ticehurst pharmacy will remain open and continue to provide a wide range of services, including:

- Contraception services
- Healthy Living/Stop Smoking advice and Nicotine Replacement
- Prescription Deliveries
- Advice on New Medicines
- Inhaler disposal
- Chlamydia screening and treatment

- Covid Testing and vaccination
- Blood pressure checks
- Type 2 diabetes screening
- Flu vaccinations
- Travel vaccination clinic

Ticehurst surgery also participates in a scheme called Pharmacy First. Under this scheme, the pharmacist is able to supply a prescription for those suffering from:

- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- earache (aged 1 to 17 years)
- sore throat (aged 5 years and over)
- sinusitis (aged 12 years and over)
- urinary tract infections (UTIs) (women aged 16 to 64 years)
- shingles (aged 18 years and over)

No appointment is needed to use this service.

#### **Do I need to re-register once Ticehurst surgery closes?**

No. Wadhurst and Ticehurst work as a single entity, so if you are a patient registered at the practice you do not need to do anything to continue to access services.

#### **I cannot travel to Wadhurst surgery for face-to-face appointments, what should I do?**

As is the case now, for those who are genuinely housebound, home visits can continue to be arranged.

#### **How can I give my feedback?**

You can write to the practice or contact us using the details below:

- Email: [sxicb-esx.patientfeedback.wmg@nhs.net](mailto:sxicb-esx.patientfeedback.wmg@nhs.net)
- Voicemail: 01892-577730

We will read your comments carefully, summarise the key messages you have told us and tell you any actions that we will take as a result.

We apologise for any concern this may cause, but we hope you will understand that the reasons for this are beyond our control. We are committed to maintaining the current level of service at Wadhurst and in the longer term.

#### **The Wadhurst Surgery Team**