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Re: Carlton Surgery improvement works

We are pleased to inform you that, following successful funding decisions and planning outcomes, we are now able to start the long-awaited improvement works at Carlton Surgery.

As you know, the current surgery building has fallen well short of the required standards to serve our patients. We are delighted, therefore, to be starting the promised building and refurbishment works which will transform the surgery to modern standards for high quality healthcare services.

To carry out the planned extension and refurbishment work we will be temporarily closing Carlton Surgery from Thursday 2 May 2019 for a period of around five months.

We have put in place plans to support all our Carlton Surgery patients whilst the surgery is closed and we aim to have this work completed around October 2019.

We hope this letter will answer many questions and we will also be holding two drop-in sessions to answer any further questions which you might have.

Wednesday 1 May – 2pm until 4pm at Carlton Chapel school room

Tuesday 7 May – 9am until 11am – at Carlton Chapel school room

We would like to thank you in advance for your support over this period of redevelopment. We know it will not be easy and I would ask for your patience and understanding. Once re-developed, the new surgery will provide a better service to our 1,900 patients and to the wider community.

Please could you also continue to use our surgery dispensing service for your repeat dispensing needs to ensure this service can continue. Without repeat dispensing it is unlikely that we would be able to keep the practice open in Carlton. We would be very grateful if you could support the surgery by continuing to use our services for your repeat medication during the period of re-development.

To keep up to date with progress, please visit our website and social media sites.

Yours Sincerely

Tom Baker
Practice Manager

More information:

Why are we redeveloping the surgery?

Our existing building falls well short of the required standards. We also need more space, so we are building a bigger and better surgery. The new extension will provide additional consultation rooms, improved patient facilities, a significantly larger waiting room and a larger, purpose-built dispensary.

This development will future-proof the surgery and allow our clinicians to provide a better level of care to our patients.

How long will the redevelopment take?

The redevelopment is expected to take around five months to complete.

Can I see a doctor or a nurse when the surgery is closed?

All Carlton patients will be able to book and attend appointments at our main Beech Tree surgery site in Selby. To book these appointments please contact the surgery on 01757 703933 and select option 1.

If you have an acute medical need you will be offered an appointment with one of our advanced care practitioners (ACP's). These appointments are available daily. If you have a more complex need you will be able to book an appointment with a GP. If you are unable to get an appointment, there will always be a duty doctor available to contact you via telephone to offer any advice or guidance you may need.

What if I need help with transport to travel to the Selby surgery?

We will be providing a free of charge transport service between Carlton and Selby. The transport will be available from outside the "frying Nemo" fish and chip shop and will run at the following days and times.

Monday	Leaving Carlton at 08:15
Monday	Leaving Selby at 11:00
Monday	Leaving Carlton at 14:30
Monday	Leaving Selby at 17:00
Wednesday	Leaving Carlton at 14:30
Wednesday	Leaving Selby at 17:00

Space will be limited to 16 people per trip and must be booked in advance at the time you book your appointment. In order to book this transport please telephone 01757 703933 and select option one. In most cases you will then be contacted back by a member of the team who will arrange the booking.

Please be prepared for a slight delay to your return journey to Carlton as the transport from Selby will wait for all patients booked onto it before it departs.

What will happen if medication is prescribed for me at an appointment at Selby?

If you need the medication there and then you will be given a paper prescription which you can take to a local pharmacy. There is a pharmacy next door to our Selby surgery.

If your medication can wait a day or two then it will be dispensed for you and will be available for collection in Carlton or at Selby (please see section below on collecting medication)

What if I usually have Home Visits?

This service will not be affected by the closure of Carlton Surgery. Please contact 01757 703933 and select option one. Please note that home visits are only available to those patients who are unable to attend Selby surgery for medical reasons

Who do I phone for general medical queries or to get results?

Please contact Selby Surgery on 01757 703933 and select option 1

How do I order my repeat medication?

This can be done online (if you have signed up for this service), by handing in the prescription counterfoil at Selby or by handing in the prescription counterfoil at the medication collection point in Carlton (please see section below on collecting medication)

During the period of re-development we would request that you order your repeat medication between seven and 14 days in advance of when you need to collect it.

Please note that during the period of the redevelopment, our dispensers will be working as normal from our Riccall site. We ask that you continue to support us and use our dispensing service during this time and on completion of the surgery. The dispensary generates vital income for the practice which allows us to expand the services we offer our patients including the redevelopment of Carlton surgery. Without this income, it is doubtful that we could continue to operate our surgery in Carlton.

How can I collect my prescribed medication?

When your medication has been dispensed you will be contacted by telephone to inform you that the medication is ready. You will be asked where and when you would like to collect your medication.

Please remember that medication will only be available to collect at the time and location that you have agreed.

Medication can be collected at the following locations

Carlton Chapel School room – Monday (1.30pm – 4pm)

Carlton Chapel School room – Tuesday (8.45am-11.30am)

Carlton Chapel School room - Thursday (8.45am – 11.30am)

Beech Tree Surgery - Wednesday (2pm – 5.30pm)

Beech Tree Surgery - Friday (9am – 11.30am)

What if I have a query relating to my medication?

Please contact Selby Surgery on 01757 703933 and select option 1. You will then be added to a call back list and will receive a call from a trained member of staff.

What if I have more questions?

We will be holding two drop in sessions in which we will be available to answer any questions which you might have. These are:

Wednesday 1 May – 2pm until 4pm at Carlton Chapel school room

Tuesday 7 May – 9am until 11am – at Carlton Chapel school room

Please feel free to drop in and ask any questions you may have.