



ASCOT MEDICAL CENTRE

Dear Patient

As you may be aware, Ascot Medical Centre & Green Meadows Surgery will both be co-locating to Brook House, a modern, fully refurbished building located at the 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, both practices will be closed to patients on the 21 June. Patients requiring medical care can call 111 and out of hours cover will be provided for both practices on the day. 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 Care Centre at Brants Bridge, minor injuries unit, emergency dental services, Pharmacy or another more appropriate local service.

Earlier this year, we issued some FAQs on our website. Below are some updated FAQs:

Is this a merger of the two Practices?

No, the two practices will be sharing the same premises only, 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.

Practice closure

Due to the move, both practices will be closed to patients on the Monday, 21 June. Patients requiring medical care can call 111 and out of hours cover will be provided for both practices on the day. Please call Out of Hours on 03000 24 00 05 for medical advice or NHS 111 can make sure you access the most appropriate service for your health concern. If needed, NHS 111 can also book you in to be seen at your local A&E or direct patients to Brants Bridge Urgent Treatment Centre, minor injuries unit, emergency dental services, Pharmacy or another more appropriate local service.

What will happen from the 22 June?

From the 22 June, the two practices will have moved into and providing services to patients from Brook House.

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

Brook House is on the Heatherwood Hospital site and 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. Ascot Medical Centre patients would come the usual way they have previously and slightly further along is where Brook House is.

The new address is:

Brook House,
Brook Avenue
Ascot, SL5 7GB

Patients will still be able to use the current telephone numbers / websites to contact both practices.

Ascot Medical Centre contact details:

Telephone number: 01344 874011

Website: <https://ascotmedicalcentre.nhs.uk/>

Address:

Ascot Medical Centre
Brook House, Heatherwood Hospital
Brook Avenue
Ascot SL5 7GB

Is there parking?

There is parking at Brook House which is free for patients but this is limited. However, there is pay at meter car parking at Heatherwood Hospital, a bicycle rack outside of the Surgery as well as future bus routes which are currently being discussed with Frimley Trust and the local Council and as soon as any updates are available, we will send out communication via text, letter and on our website.

Patients will need to collect a patient parking permit from the reception desk.

Will the opening hours change?

These will not change and opening hours will be the same as before – phone lines open from 8am to 6.30pm Monday to Friday.

How do I collect my prescription, blood test forms & referral letters?

All of these will be available from both Practices in the usual way, online and telephone/text.

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, where possible, we ask that you complete the online eConsult form on our website to tell us about your condition. Alternatively, 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 111. If you have a minor injury such as a sprain, deep cut, you can ask NHS 111 for an appointment time at Brants Bridge. If you are calling about your second Covid-19 vaccination appointment, please only contact us if you have passed your 11th week or contact the Local Vaccination Site on 01344 233 300.

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 home line) and email address for you.

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

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