

Yetminster Health Centre

Evershot Branch Closure FAQs

1. Which site is closing?

Our branch site at 13 Fore Street, Evershot, Dorchester, Dorset DT2 0JR.

2. When is the Evershot branch site closing?

Evershot has been closed since mid-December 2019 and won't be reopening. This means it will be permanently closed to patients from Wednesday 30th September 2020.

3. Why are you closing the Evershot branch site?

There are a number of reasons we are not re-opening the Evershot branch site:

- Reduction in practice partnership making it a problem to maintain delivery of services on the site.
- The property does not fully meet the 21st century health facility standards without a substantial amount of investment required.
- Parking can be a problem at times.
- Its situation on the incline of Fore Street is not user friendly for some of our elderly patients.
- The property being mainly a consultation room and waiting room lends itself to a 'lone worker' situation which currently is not recommended.
- The IT infrastructure requires a substantial upgrade to meet modern standards that will help us deliver the best care.

4. Where will I access GP Services?

You will be able to access the full GP Services from Yetminster Health Centre, Church Street, Yetminster, Sherborne, DT9 6LG.

5. Do I need to do anything?

No. Your registration will not be affected, as all patients are registered at Yetminster Health Centre already.

6. Do I have to stay with Yetminster Health Centre?

No. If you do not wish to remain with the practice you are free at any time to register with another GP practice, provided you live within their inner boundary. Further details of practices local to your home can be found by visiting 'Find a GP' on the NHS website www.nhs.uk. The closest practices to our branch site are The Tollerford Practice in Maiden Newton, Barton House Surgery in Beaminster and Cerne Abbas Surgery.

7. Will I have the same access to appointments?

Yes. As our reception team here at Yetminster currently handle all calls and appointments for all sites, you will still be able to access appointments as you do currently: by telephone, in person and online.

8. Transport and car parking

Most patients will already be aware that there is unrestricted free parking on the road outside Yetminster Health Centre. Unfortunately, public transport is not very good in either Yetminster or Evershot, but we hope to be able to accommodate a convenient appointment time throughout the day.

9. What happens if I move out of my GP area in the future?

Our inner and outer boundaries have not been changed, so the same rules still apply. If you move outside of the practice boundary you may be asked to register with a practice nearer to your new address for you to be able to access the full range of services.

10. How can I collect my medication?

We have no plans to change anything for our Evershot based patients, so you will still be able to pick up your medication from our Dispensary at Yetminster whilst you visit for your appointment. We will also be continuing with our Evershot delivery for those patients who prefer to pick them up at the local shop.

11. How can I order my medication?

In the same way that you do now. Online, In person at Yetminster, by telephone, by post. (During this COVID-19 period, we prefer to handle paper as little as possible, so we welcome online or verbal methods).

12. Does my practice allow online access to appointments and request medication?

Yes. If you would like online access to your patient record to be able to book an appointment and request repeat medication, you will be able to do so. Contact us for an application form for any online access. (During this period of COVID-19 online appointment booking has been suspended, as we currently operate a telephone triage system and invite you in if needed).

13. I am under the care of the District Nurse, will this continue?

Yes. If you are already under the care of a health care professional outside of the surgery (i.e. Community Nurses, Specialist at the Hospital etc) this will continue without disruption; you can contact them via the usual channels.

14. Can I continue to have treatment at my usual Hospital?

Yes, it doesn't matter which GP surgery you are registered at – you will still be able to choose which hospital you want to be treated at.

15. Is this supported by NHS England and NHS Dorset Clinical Commissioning Group?

We have fully discussed our plans with them, and they support our proposals.

Social Prescribing Link Worker

We are very lucky to have a Social Prescribing Link Worker called Vicky Russell who covers patients for the Sherborne Area Network. In turn, she works with a group of patients who are now "Health Champions" through the Altogether Better programme which we are a part of. They offer help and assistance wherever it is needed covering anything not requiring medical intervention. i.e. social prescribing. They are very keen to help us and you through this change and have been doing so throughout the COVID-19 period. Should you require any assistance with accessing our online services, transportation problems, the collection and delivery of prescriptions or any other social needs, then please contact Vicky at: vicky.russell@helpandcare.org.uk or contact us direct and we will make sure they receive your details and needs.