



Temporary Closure of Loose Branch Announcement

Unfortunately, following recent extensive water damage at our Loose branch surgery, and in conjunction with NHS Kent & Medway ICB, we have had to make the difficult decision to **temporarily** close these premises whilst the drying out and reinstatement works are completed.

Mainly due to the workload of the contractors we envisage that this work could take several months to complete, therefore we do not realistically expect to be able to re-open at Loose before the New Year at the very earliest.

All appointments at these premises will cease to operate from the evening of Wednesday 8th November 2023. All patients with pre-booked appointments will be contacted directly to confirm their appointment has been moved to our main surgery site on the Heath Road at Linton.

Please note in the very short term we will continue to maintain a reception and prescription service at Loose between the hours of 8.30am to 1pm, Monday to Friday. When the main works commence we will have to close the surgery.

During the period of closure you will still be able to post prescription requests into a secure wall mounted box which will be specifically labelled for "Prescription Only". These will be collected on a daily basis for processing as normal by our Prescription Team.

With regard to all samples, these must be taken to our Linton surgery. Please do not post these through the door at Loose as they will not be processed.

We do appreciate this temporary closure is less than ideal for our patients, but unfortunately as we are sure everyone can appreciate for reasons of safety, both in terms of clinical, and health and safety, this is the correct course of action. That said, we do also hope by closing the premises the works can be completed quicker allowing us to re-open as soon as practically possible.

For those patients who do not have direct access to transport Involve has provided the following information which we hope may be of assistance: -

Involve offers community transport in the Maidstone areas. This is payable service which is run by volunteers who give up time to support isolated Maidstone residents attend appointments, go shopping etc. The number for patients to register for this service is 03000 810 005, option 1. For full details please visit their website <https://www.involvekent.org.uk/community-transport>

Also, the following is the Kent County Council list of community transport across each district - <https://www.kent.gov.uk/roads-and-travel/travelling-around-kent/community-transport>

Only if appropriate to do so, we can also offer telephone consultations to patients who may find this easier than attending our surgery at Linton.

Of course, we will continue to keep you informed of the progress of the works and when we hope to re-open this branch. We will also take this opportunity to heavily invest in these premises so when we do re-open you will hopefully see a much improved surgery.

We will regularly post updates on the progress of the works on both our website and Facebook page, but please share this information with friends and family who are patients who may not have access to the internet.

<https://www.greensandhealth.co.uk/news/>
<https://www.facebook.com/greensandhealthcentre/>

If you have any concerns or wish to provide feedback please email kmicb.ghcfeedback@nhs.net

Thank you in anticipation of your understanding and support.

**The Partners
Greensand Health Centre**

Main surgery address: -

**Greensand Health Centre
Heath Road
Linton
Maidstone
Kent ME17 4NU**

**Tel: 01622 745585
Email: mydoctor@nhs.net**