



***St Austell Healthcare are closing
Woodland Road Surgery
from Monday 1st May 2017***

St Austell Healthcare will be closing Woodland Road Surgery and relocating all clinicians, staff and services to Wheal Northey from Monday May 1st 2017. We would like to reassure patients that all the doctors, nurses and the non-clinical staff will be moving to Wheal Northey. Patients will still see familiar faces and be able to consult with the doctors and nurses as normal – just at different premises.

Patients wanting to make an appointment will still call the same number - 01726 75555.

Any patients who normally collect prescriptions or other paperwork from Woodland Road will be able to do so until 5pm on Friday April 28th. From Tuesday May 2nd these services will be available from Wheal Northey. To make things easier for patients we recommend that prescriptions are transferred electronically to pharmacies. For further information please speak to a receptionist.

The move comes following a month-long consultation with patients after which an application was made to NHS England to close Woodland Road who confirmed in writing this week that it had been approved.

The main key points raised by patients via the questionnaire and drop-in session during the consultation process were:

- Loyalty - they had been attending that surgery for many years and had no desire to move
- Car parking at Wheal Northey

In response to feedback from patients, additional car parking spaces have been freed up at Wheal Northey for patients as staff will now be parking offsite. This will enable more patients to park in the car park.

Dr James McClure said: “We would like to thank patients for responding to our consultation and accepting the change of service. We recognise that many patients have been looked after at Woodland Road since it opened and this change will be difficult for them. I can reassure everyone that the same faces will be at Wheal Northey with improved facilities.”

Dr Alistair James added: “Having been at Woodland Road for 17 years it will be strange to leave the building but facilities at Wheal Northey are much better and it

will be good for the staff to work as part of a bigger team. Staff are happy with the move and looking forward to bringing the team together creating a better support network.

“I would also like to reassure patients that the number of appointments will not change and with one less reception desk there will be more staff available to answer the telephones and support patients.”