



IMPORTANT Location Changes to Swadlincote Primary Care services 1st November 2024

As many of you are aware Swadlincote Primary Care Network (the collaboration of all 5 Swadlincote GP surgeries) have been working hard to provide opportunity for an increased capacity of services for our patients over the last year or so. Central to this has been the acquisition of a Ragsdale House in Woodville.

It has clinical rooms and facilities for various health care professionals to offer extra services and appointments. All of this has been done by the 5 GP surgeries working closely together for the benefit of everyone in our area. From the 1st of November, for certain services you may be offered an appointment at Ragsdale House rather than your own surgery.

The first service that will be commencing on 1st November are appointments catering for minor illnesses during normal surgery opening hours. These appointments will be offered by our team of experienced paramedics and advance nurse practitioners. Supported by supervising GPs. Some of you will be familiar with our team as they currently offer appointments based at individual surgeries. This is a service by appointment only (**no walk-in services**).

All patients must continue to contact their surgeries in the usual way. If your surgery's reception or triage team feel that your problem is suitable to be seen by the clinicians at Ragsdale you may be offered an appointment here. Overall, this new service allows for an increased number of people to be seen on the same day for minor illnesses that at present surgeries are unable to accommodate.

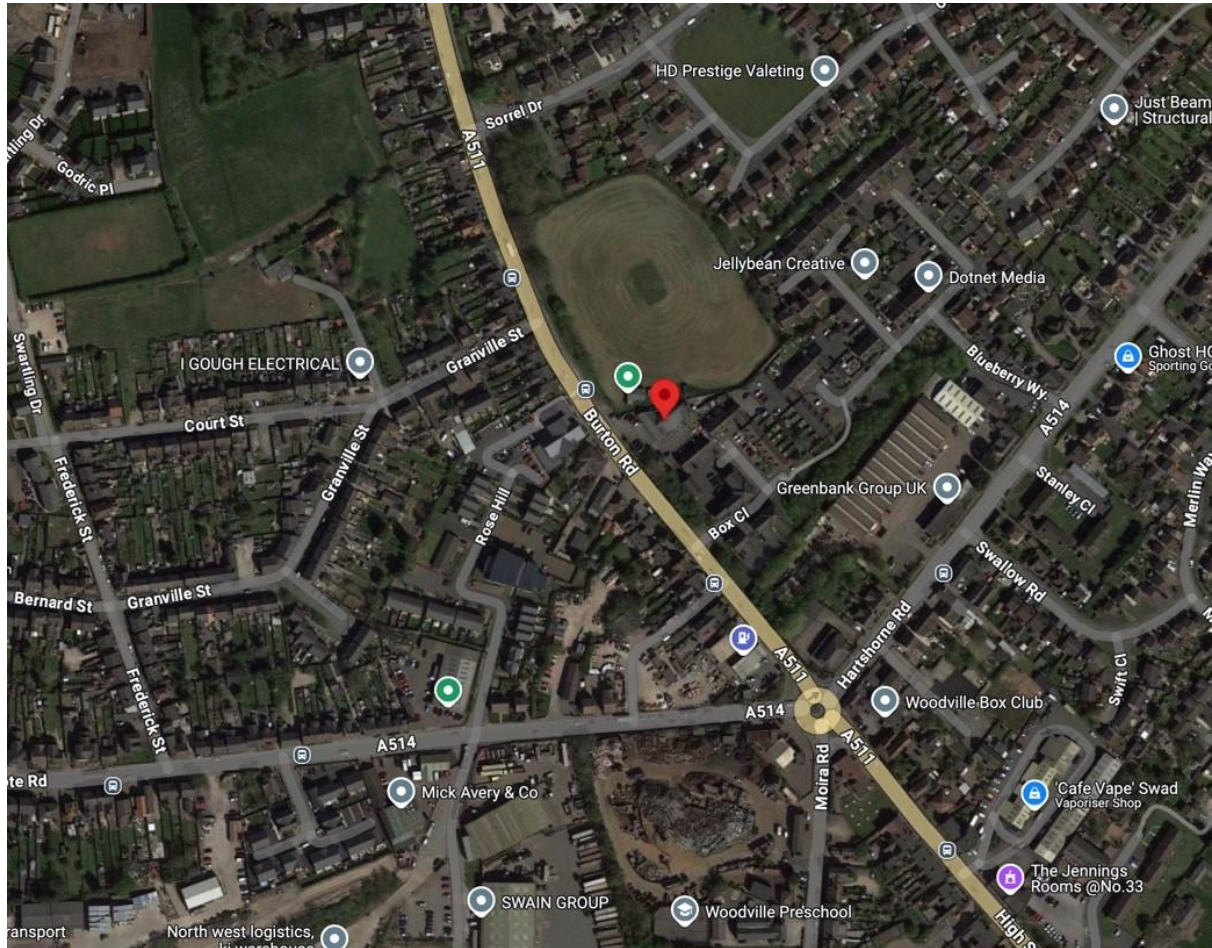
The second service to begin operating out of Ragsdale House is the extended access service. This is the service that has been established for several years and provides bookable appointments at evenings and weekends currently at Swadlincote Health Centre. Again, these appointments are booked in the same way via your individual surgeries as they are at present.

As this is the starting point of these services operating from Ragsdale Hose there may be teething problems; please bear with us. Moving forward this facility will allow us to expand the services which all of the surgeries provide by working closely together.

We are easy to find, based on the A511 close to the Clock roundabout and opposite Woodville Surgery.

We are conveniently located near to bus stops for the 4,9 and 29 bus routes.

Ragsdale House.
138 Burton Road
Woodville
DE11 7JG
What 3 Words - both.create.skill



Each surgery's Patient Participation Group is aware of the service changes and we will continue to liaise with them for any future changes.

Kind regards,

Dr Mark Rooney
Senior Partner, Heartwood Medical Practice
Clinical Director, Swadlincote Primary Care Network.