

RUSHBOTTOM LANE SURGERY

91 RUSHBOTTOM LANE, BENFLEET, ESSEX, SS7 4EA
TEL: 01268 209269

DR KHAN AND PARTNERS

ST GEORGES MEDICAL PRACTICE

Dear Household,

Changes to parking facilities at Rushbottom Lane Surgery

I am writing to you as you are either a patient at Dr Khan and Partners or St George's Medical Practice at the Rushbottom Lane surgery site.

As a surgery, over the last 12 months, we have become increasingly concerned about the safety of patients and staff in our car park. Following a recent incident, we have assessed the car park as a high risk area. This has led to a decision, supported by both Castle Point and Rochford CCG and our Patient Participation Group, to restrict access to the car park.

Why are we doing this?

Sadly, we have seen an increasing number of incidents of frail patients being knocked down by cars, some of whom have needed urgent medical attention. There have been incidents of ambulances not being able to get to the surgery due to parking on the double yellow lines on the roadway into the surgery.

Additionally, we have had many incidents of cars being damaged and scratched due to the overcrowding that occurs at busy times. Our Doctors and other clinical staff increasingly find it difficult to get back into the surgery following home visits.

Fortunately, we have not needed a fire engine as with the current car park overcrowding they would not be able to gain access at certain times. This puts both staff and patients at risk. We have also received feedback from our patients with blue badges that they are rarely able to park within the surgery. All of these points lead us to make this change.

Please be assured that we have not come to this decision lightly. This decision was fundamentally based on risk and our commitment to give our vulnerable patients with long and short term mobility issues safe access to healthcare, reinforced by the issues highlighted above and was in consultation with and supported by our Patient Participation Group

What will this mean for patients?

From 26th May 2020 there will be an automatic barrier at the entrance to the site with a camera linked to our reception team.

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There will be an additional 6 disabled bays along with a 'drop off safe zone' for patients with temporary mobility issues.

Access is only permitted to Blue badge holders, those with temporary mobility issues, Practice staff and emergency services.

How will this work?

Any patient who holds a blue badge will be able to gain access via the video link; this is solely for the use of the badge holder. The blue badge will be checked at the entrance and also when booking in for your appointment.

We recognise, through consultation with our Patient Participation Group that there may be a very small cohort of people that have very limited mobility and with temporary mobility issues that may not hold a blue badge. If this is the case please let us know when booking your appointment and we will do our best to accommodate your needs.

We hope that you understand our rationale and support us in the decision to provide safe parking for our disabled patients and staff.

Yours Sincerely

Dr M R Khan Dr S A Patel Dr M K Siddiqui Dr C E Rose Dr S K Gupta

Dr S C Chana Dr P F Masud Dr R Turner Dr P E Long Ms K Smith (PM)