**Hermitage Medical Practice Relocation**

**Patient FAQs**

**Oct 2024**

**Q: I have received a letter to say that the practice is moving. What do I do now?**

**A:** You do not need to take any action. All patients will remain registered with the practice and communication will follow in due course with more detail about the new arrangements and the exact date of the move.

**Q: Where is the practice moving to?**

**A:** We are moving from Hermitage Terrace to the Balfour Pavilion at the Astley Ainsley Hospital site (133 Grange Loan, Edinburgh, EH9 2HL).

We do not have an opening date yet, but we expect to move into the new location early in 2025.

**Q: How do I contact you now?**

**A:** You should continue to contact the practice as normal for appointments and GP services on 0131 447 6277. We are open Monday-Friday 8am-6pm.

If you require urgent care when the practice is closed, please contact 111.

**Q: What is the purpose of the move to Astley Ainslie Hospital Site?**

**A:** There are a few reasons for the practice relocating to the AAH site:

1. The current building owners have given the practice notice to leave as the lease has ended and therefore there is a time urgency to relocate the practice. Please note that Hermitage Medical Practice does not own 5/6 Hermitage Terrace, neither do any of the GP partners personally.
2. The current building cannot meet the standard of facilities that you might expect from a modern GP practice.
3. The new premises at the Balfour Pavilion on the Astley Ainslie Hospital Site provides suitable clinical accommodation for a modern GP practice in a location close to the site of the existing practice, that is better designed around your needs as well as the needs of the practice team.

**Q: Why was there no patient consultation period regarding the move?**

**A:** Patient consultation is not always practicable when circumstances dictate that a move is inevitable and urgent. In addition, this move addresses accessibility issues with the existing accommodation, resulting in positive equality outcomes. Having considered all possibilities, this option provides suitable clinical accommodation for a modern GP practice in a location close to the site of the existing practice.

**Q: How will I get to the new practice site on public transport?**

**A:** The new practice site is around 0.5 miles from our current home, approx. 10-15 minutes on foot. The closest bus stops served by Lothian Buses are:

* Morningside Road: routes 5, 11, 16, 23
* Strathearn Road: route 5
* Kilgraston Road: route 9

**Q: Is there parking on site at Astley Ainslie Hospital?**

**A:** There is parking available in Astley Ainslie Hospital with disabled parking spaces at each of the buildings.  Alternatively, there is non-metered parking on the public roads to the south of the site and metered parking available in the public roads just out with the site.

**Q: I am registered disabled. How will I access the new practice site?**

**A:** Our new home at the Balfour Pavilion will be fully accessible for people with disabilities and sensory impairments. All the buildings on site are wheelchair accessible with ramp access and disabled toilets.

**Q: I am a new patient in the area looking to register with the practice. Will the move affect this?**

**A:** There is no change to the current registration process or boundary. Patients should continue to register at the practice from 10am -4.30pm, Monday to Friday.

**Q: Where will I collect prescriptions from when you move?**

**A:** Prescription arrangements will remain the same throughout. See the list below from local chemists who offer a collection service for your prescriptions:

* Lindsay & Gilmour  18-20 Comiston Road, Tel 447 2336
* Boots    207-209 Morningside Road, Tel 447 6188
* Boots    10a Buckstone Terrace, Tel 445 1157
* Co-op    55a Mayfield Road, Tel 667 1992
* Hutchison   2 Fountainhall Road, Tel 667 2151
* Lorimer    153 Morningside Road, Tel 447 2041
* Fountainbridge Pharmacy   179 Dundee Street, Tel 229 8281

**Q. I am really unhappy and concerned about this move.**

1. We are making every effort to ensure the move is carried out smoothly and efficiently with no disruption to our services.  This move ensures that the patients of Hermitage Medical Practice will continue to have access to healthcare within the local area, in facilities that meet the standard of a modern GP practice.