

## **Frequently Asked Questions – Proposed Permanent Closure of Sheppey Healthy Living Centre (SHLC)**

### **1. Why is the practice proposing to close the SHLC site permanently?**

The SHLC site has been temporarily closed for renovations since December 2024, and services have been successfully operating from Minster Medical Centre. Consolidating services onto one site allows us to provide more coordinated care, improve patient access to appointments, and maintain staff safety and efficiency.

### **2. What benefits will patients experience from this change?**

- Better access to appointments: More routine, urgent, and extended-hour sessions are available. Historically, clinicians working at SHLC had a high volume of unused appointments. All clinicians are now based at Minster Medical Centre and fully utilised.
- More coordinated care: All staff and services are in one location, ensuring smoother, integrated care.
- Improved patient experience: Easier parking, safer environment, fewer underused appointments, and increased clinical capacity.

### **3. What about patients who live closer to SHLC?**

We have reviewed patient addresses and found that many patients already travel to Minster Medical Centre. For patients most affected, we will explore additional support, such as advice on transport options or alternative services if needed. There are also four other GP practices within 0.5 miles of SHLC if patients wish to move to another practice.

### **4. Will all services previously available at SHLC still be provided?**

Yes. All essential primary care services are fully available at Minster Medical Centre. We also provide daily virtual GP appointments for patients who prefer or need remote consultations.

### **5. How can patients provide their feedback? You can share your views via:**

- Patient survey: Online to download <https://www.sheppeyhealthylivingcentre.co.uk>, paper, or postal versions.
- Drop-in events / listening sessions at Minster Medical Centre, where you can speak to staff and the Patient Participation Group (PPG). Dates will be communicated via our website <https://www.sheppeyhealthylivingcentre.co.uk> and text messages. Patients can also call the practice to ask when these events will be held.
- Email or phone: [sccg.yourvoice@nhs.net](mailto:sccg.yourvoice@nhs.net) or call **01795 877714** between 11:00 am and 3:00 pm, Monday to Friday (select “general queries”).

## 6. How long is the engagement / consultation period?

The consultation will run for 12 weeks, allowing sufficient time for all patients, staff, and stakeholders to provide their feedback. The consultation period will close on the 10<sup>th</sup> June 2026.

## 7. How will feedback be used?

All feedback from patients, staff, PPG, and stakeholders will be analysed and considered before a final decision is made. This ensures the plan reflects the needs of our patients and community.

## 8. How will the outcomes be shared?

After the consultation, a summary report will be sent to patients and stakeholders, outlining the feedback received and the next steps for the practice.

## 9. Who can I contact if I have questions or need support?

Minster Medical Centre Email: <https://www.sheppeyhealthylivingcentre.co.uk> Phone: 0179587714 between 11:00 am and 3.00pm, Monday to Friday (select “general queries”).

## 10. Will there be any impact on staff?

No negative impact is expected. Consolidation improves staff coordination, morale, and safety, which helps us deliver high-quality care for patients.

## 11. Transport and Accessibility

- Public Transport: Minster Medical Centre (Sheppey Community Hospital site) is accessible by bus from Sheerness and surrounding areas. Local bus routes, such as the 360, link Sheerness town centre to Minster. Some services may not run frequently or on Sundays, and a short walk from the bus stop to the practice may be required.
- Community Transport: For patients who have difficulty using public transport, the Miles and Smiles service run by Sheppey Matters offers volunteer-supported transport for residents with mobility needs or who are unable to travel independently. You can contact Sheppey Matters for more information. [Miles and Smiles | Sheppey Matters](https://www.sheppematters.org.uk/project/miles-and-smiles) <https://www.sheppematters.org.uk/project/miles-and-smiles>.
- Additional Support: If you have concerns about travelling to the Minster site, please contact the practice. We are happy to discuss options to ensure you can access your appointments safely and comfortably.

If there are any questions that are not answered above please contact the practice and we will consider adding other answers to this page.