

**Southbourne Parish Neighbourhood Plan Review 2019 – 2037**  
**Policy SB3 Protecting and Supporting Community Facilities and Local Shops**  
**Supporting Evidence SB3.EV10 Southbourne Doctors' Surgery**

**Southbourne Parish Neighbourhood Plan Review**  
**Meeting with Southbourne Doctors' Surgery at 2.00pm on 3<sup>rd</sup> February**  
**2020 at Southbourne Surgery**

Robert Hayes and Lyn Hicks meeting with Helen Yoward

Helen Yoward is Practice Business Manager. She will be retiring in June 2020 and intends to facilitate a smooth changeover to her successor (post currently being advertised). There are eight practices in the Chichester Primary Care Network (CPCN). The CPCN cannot look as far forward as the CDC/NP date of 2035. However, the surgery has submitted a Project Initiation Document (PID) for feasibility of expansion on the current site to cover the coming 7 years. Three other surgeries in the CPCN have submitted PIDs. The CPCN is talking to CDC about possible CIL money. Southbourne Surgery hope to know the result of the PID in two months and will let the Parish Council know. They would be unlikely to support a satellite surgery within the new development in preference to a build on site.

The Southbourne Surgery currently has 10 600 registered patients (some out of county but within CCG boundary). There are six partners, two salaried doctors (one more starting in April), three nurses and a paramedic practitioner.

Helen said the number of people working on reception in the mornings had been increased. She will check whether the number working on reception in the afternoons is adequate. Helen emphasised that anyone needing an urgent appointment could phone in and be put on a triage list. The patient would be contacted by phone by a doctor, paramedic or nurse the same day. The Surgery now has access to hub surgeries in Chichester at Parklands and the Cathedral Medical Group for additional appointments.

Helen also emphasised that for advice people could contact 111 or the pharmacy and it is preferable to go on line for appointments and medication requests. Helen will make sure that Practice Complaint forms are available in the Surgery; it is possible to submit comments and suggestions through the Southbourne Surgery website ([www.southbournesurgery.com](http://www.southbournesurgery.com)). Helen said that if any of the Parish residents wished to contact her regarding appointments or any issues surrounding the running of the surgery, she is always happy to speak to people. It was suggested that the Parish Council could make contact with the Southbourne Pharmacy.

LH/RH/HY

