

## ***Thanet Clinical Commissioning Group***

### **Margate “one stop shop” frequently asked questions**

#### **Why are changes needed to health and care services in Margate?**

We are facing a number of issues in meeting health and care needs for people in Thanet, and across east Kent – as indeed is the whole country.

Specifically in Margate, the number of people is growing rapidly, and there is a higher than average number of older people and some of the most deprived communities in Kent.

Issues we need to tackle include:

- **frail older people** and **people with complicated health problems** in east Kent too often have a poor experience of care, and poor outcomes
- the **life expectancy** of people in the more disadvantaged parts of east Kent is **shorter** than in better-off areas.

Dealing with these issues is urgent because:

- as people age, and our population grows, **demand** for health and care services is **growing every year**
- many of our GPs, nurses and other staff are coming up to **retirement**.

#### **Where did the idea of a “one stop shop” come from?**

Since NHS Thanet Clinical Commissioning Group was formed in 2013, we have been talking to you, our local residents, about what you want from health services in the future.

One of the main things you told us you want are

- “one stop shops”, where you can go to access the vast majority of the health and social care services you need in one place

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### **Where would the new “one stop shop” be in Margate?**

We propose to create a new “one stop shop” at Bethesda Medical Centre where you can be treated by health and social care professionals working individually and together, and where you can be helped to improve your own health.

We have got planning permission for changes to the building and an extension which will allow everyone to get all the medical and nursing services they expect in much more modern and accessible space.

### **What services will be provided at the “one stop shop”?**

We are now asking local people to say what mix of services they think should be provided.

Plans already discussed include enough consulting rooms for GPs and nurses to see patients and clinics for physiotherapy, audiology, ophthalmology, ultrasound and minor surgery. There could also be a café, community kitchen, gym, allotment, and more, to help you lead a healthier lifestyle.

### **Why is Bethesda the proposed base?**

A feasibility study in 2016 identified Bethesda Medical Centre, Palm Bay Avenue, Cliftonville, as the best location for a Margate “one stop shop”, because it has space to expand and potential to acquire further land next door. We at the CCG and Bethesda Medical Centre have successfully applied to Thanet District Council for planning permission for the extension.

### **Will the building at Bethesda cope with extra patients?**

The planned extension is being designed so that the medical centre would be able to deal with the extra patients and would have the space, facilities and staff to support up to 32,000 patients.

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### **Where will the funding come from?**

We are delighted to have been allocated in principle, subject to final NHS England checks, £6.5million of NHS funding for an extension to Bethesda Medical Centre to kick off this new approach in Margate.

### **Has this been done anywhere else?**

Bromley by Bow in London is one of the best examples of how different organisations working together to support local people can improve their quality of life and the quality of care they receive. There is a community centre and a health centre providing services including everything from GP services, nursing, welfare, advice, training programmes, and employment help, to gardening groups, social prescribing, as well as a range of community events.

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