



Proposal to close Rowe Avenue Branch

Havens Health GP Practice

Patient Engagement

Now until 22nd August

Havens Health to explain ...

- Our reason for considering closure
 - The Rowe Avenue Lease is ending
 - Operational Issues
 - Limited Finances

Us all to explore...

- Is investment an option?
- Is “future-proofing” possible?
- Are there ways to reduce the effect of closure?

Patients to share feedback & comments...

- Writing – emails, letters, comment cards, website
- Discussions with Patient Participation Group (PPG)
- Patient Survey

Rowe Avenue Surgery – Then & Now



Built in 1970s as a residential bungalow. Extended 25 years ago



9 consulting rooms



Lease expiring this year



Site opening times and the range and availability of services have evolved over the years to meet the changing needs of the business



NHS rules will not allow Havens Health to expand space at Main Surgery site *AND* keep Rowe Avenue site for future expansion

Rowe Avenue branch site: Issues

Originally built as two residential bungalows in the 1970s:

- The clinical rooms are not up to present day standards
- Unsuitable facilities for patients with limited mobility
- Limited staff facilities
- Unsuitable access upstairs for staff with limited mobility
- Infection Prevention & Control challenges
- Security concerns

Havens Health GP Practice has Limited Finances



The funding we receive is per patient, not per site. Running two sites is expensive



Costs have increased in all areas. The proposed rent under the new lease is a lot higher than under the present lease



Branch Surgery requires significant investment to enable full access for patients and staff with limited mobility



Taking everything into account, should we invest in the Rowe Avenue site, or perhaps close it?

Benefits of All GP Services on Single Site

More reception staff
available at any given
time

More support for our
staff

Less confusion about
where your
appointment is

All staff on one site:

- improved patient services
- closer working
- better supervision
- improved staff satisfaction

All surgery services and
departments available on one
site – if the doctor or nurse
feels you need to see another
clinician, they will be available
on site, immediately

Better access for
patients with
mobility limitations

Less money spent on
property
maintenance and
services

Havens Health GP Practice – Present Workload Pressures

We are under significant and increasing strain:

- Rising demand
 - for more services
 - with more patients
 - more training
 - more linked staff

Struggles to recruit and retain all types of staff

Significant proposed rental increase

All of this is leaving us more stretched than ever before

Havens Health GP Practice – 5 year Workload Pressures

Increased number of
patients:

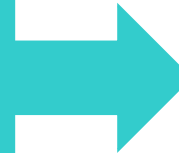
- Town growth
- Local practice pressures

Increasing Clinical
Training demands:

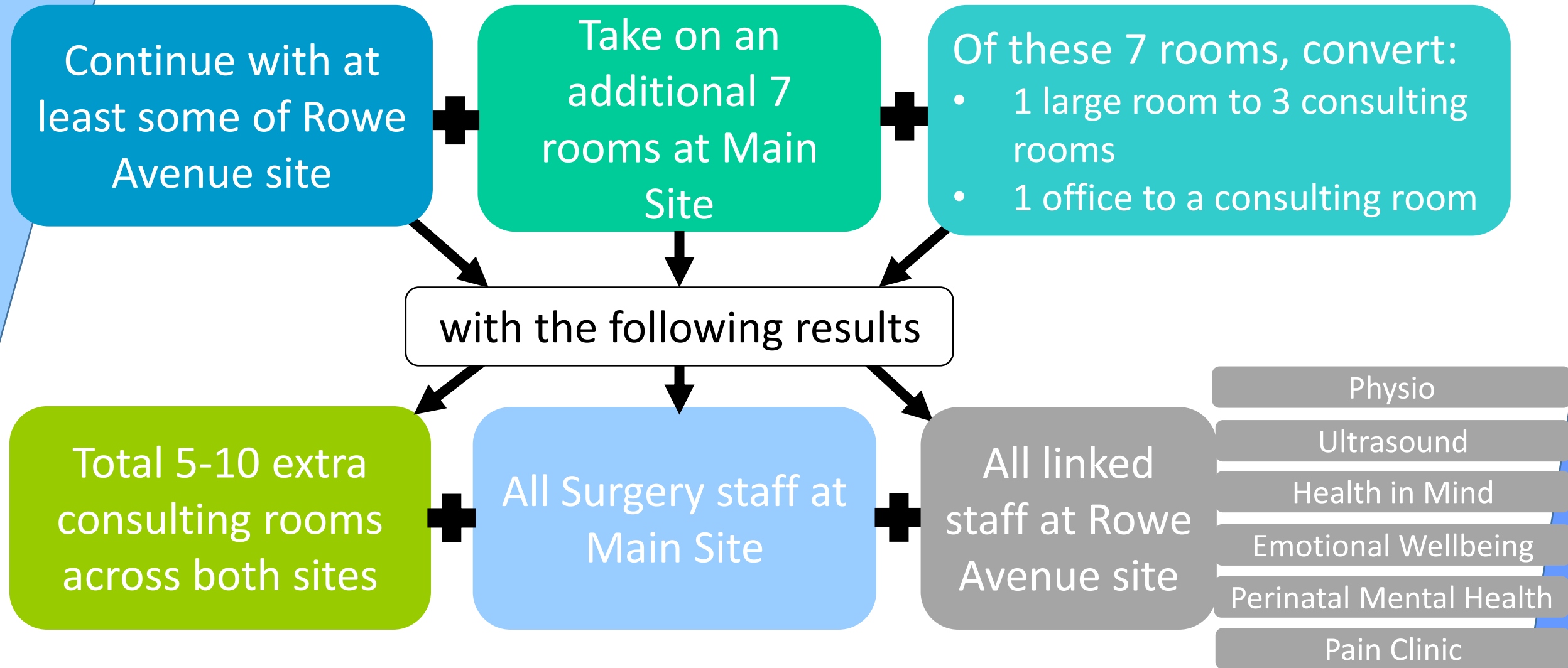
- GPs
- Nurses
- Linked professionals

Increase in Services
moving from
Hospital to General
Practice

More pressure again
on space



The Preferred Solution



AND enough space for “Future – Proofing” as demand increases

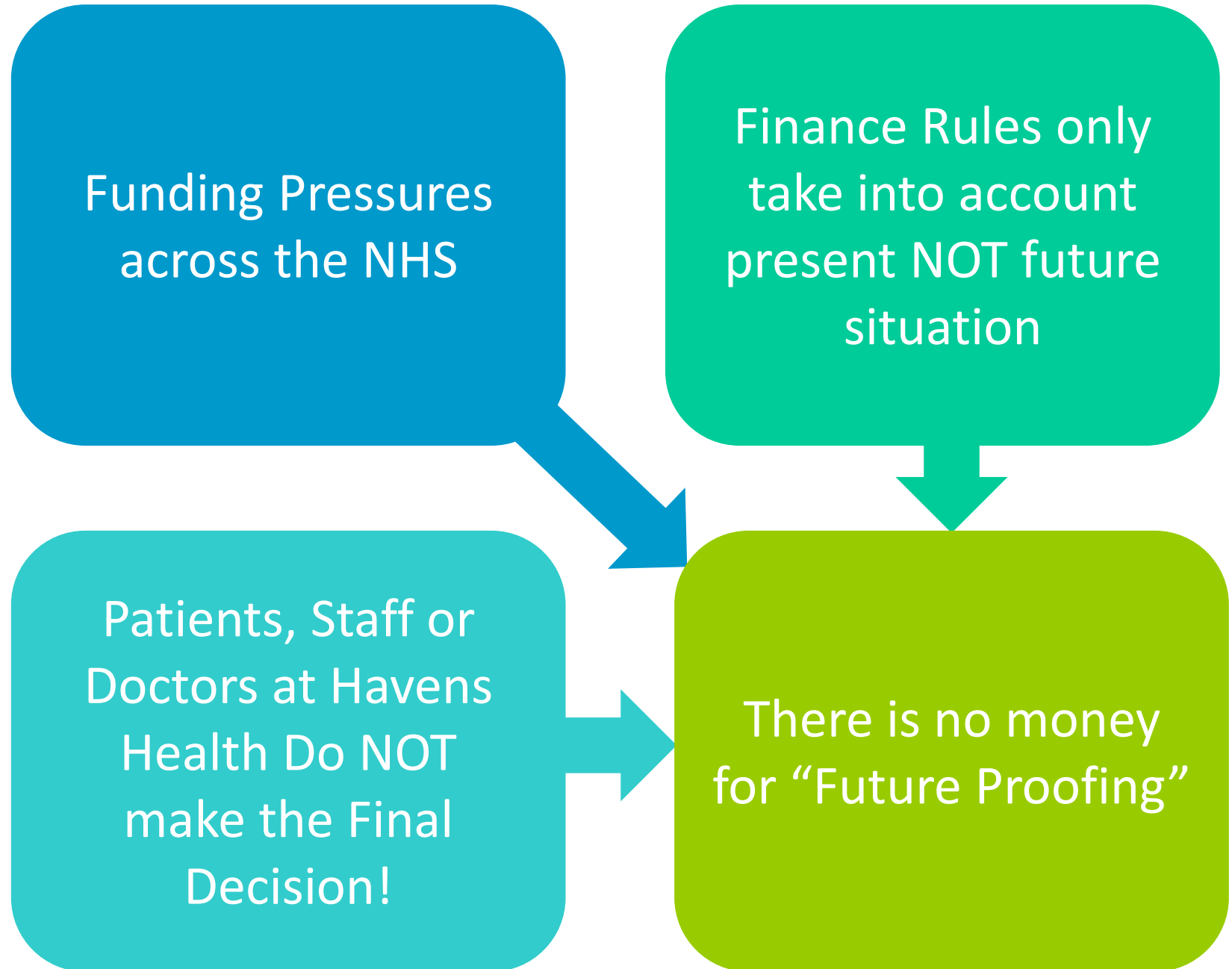
What's
Wrong with
this Solution?

Funding Pressures
across the NHS

Finance Rules only
take into account
present NOT future
situation

Patients, Staff or
Doctors at Havens
Health Do NOT
make the Final
Decision!

There is no money
for "Future Proofing"



The Alternative (Likely) Solution For Havens Health GP Practice

Close Rowe Avenue
site on 1st April 2026



Take on an additional
7 rooms at Anchor
Healthcare Centre



Convert:

- 1 large room to 3 consulting rooms
- 1 admin office to a consulting room



Total 10 consulting
rooms, for less cost
than Rowe Avenue
site



All staff on one site:

- improved patient services
- closer working
- better supervision
- improved staff satisfaction

What Happens
If and When
the Main site is
Too Small?

Take over more space at Anchor Healthcare
Centre?

Take on space at Rowe Avenue again?

Take on space somewhere else?

Have we Considered Other Options for Rowe Avenue site?

~~Keep as part of
Practice?~~

Used by other NHS
services?

Used by private
healthcare providers?

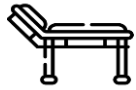
Convert to Houses /
Flats?

BUT: Current NHS funding only permits

- GP Premises space for *existing* GP services
- No allowance for future expected growth / development of services
- GP & Community Services funding pots are considered separately
- ***...So only 3 options available***

The Landlord decides!

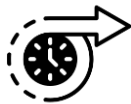
Ways to mitigate the impact of closure



Loss of consulting space at Rowe Avenue site replaced by new rooms at Main Surgery

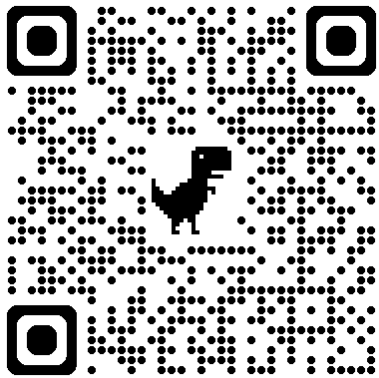


Implementation of New online appointment request service, so that nearly all reception-based queries can be actioned via phone or online



Future consulting space pressure could be relieved by extra rooms at Anchor Healthcare Centre (with agreement of NHS Sussex)

Let us know
what you
think



Pick up a **Patient Letter**, **FAQs** and **Survey** from any reception areas or from the practice website www.havenshealth.co.uk
Scan the QR code for the website

Read your Patient Letter

Check the Frequently Asked Questions (FAQs)

Complete and Return the Survey

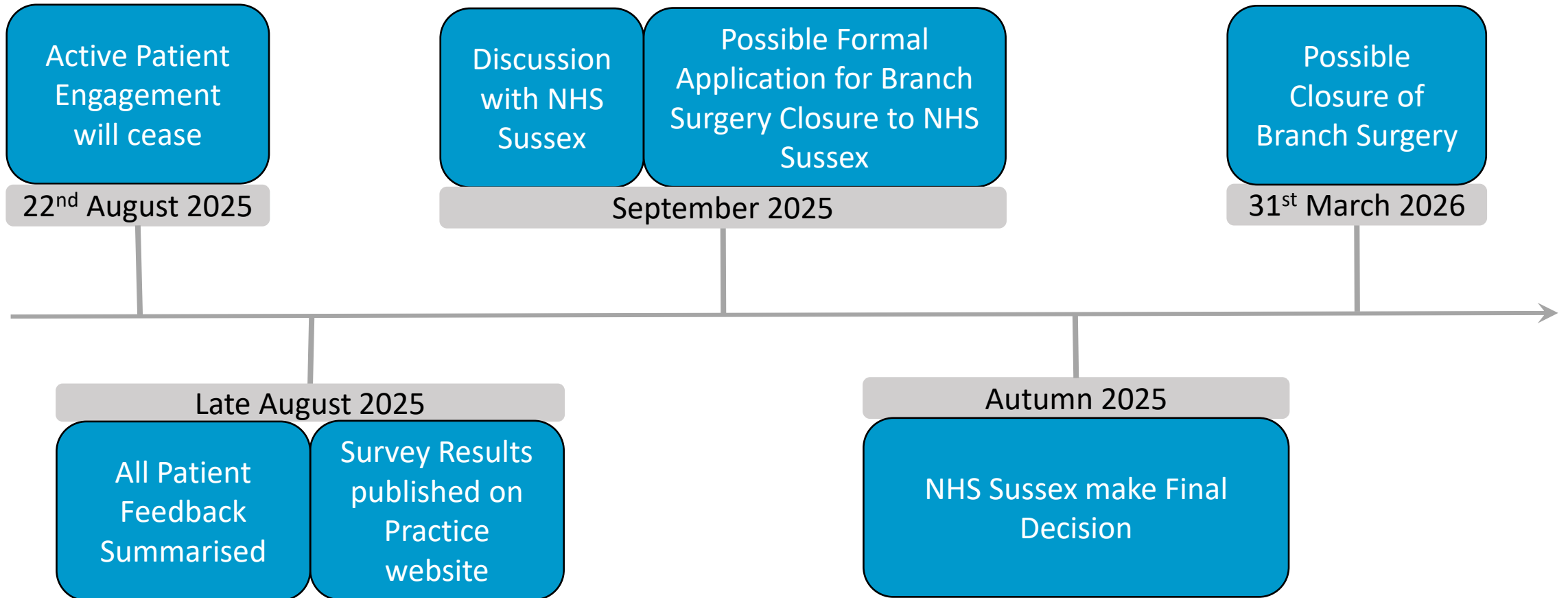
Let us know what you think

Email us your thoughts

Drop your comments into the boxes

Write in with your feedback

What happens after the Survey?





Proposal
to close
Rowe Avenue
Branch

Please complete a Patient Survey
These are available at the Reception Desk or on our Website
www.havenshealth.co.uk