

Kings Cross Surgery relocation to Somers Town Medical Centre

In July 2021, we wrote to you, our patients, to inform you that we were considering moving Kings Cross Surgery to share the same building with Somers Town Medical Centre. In this letter, we asked for your feedback about the proposed merger.

Thank you to all patients who feedback to us about the proposed relocation.

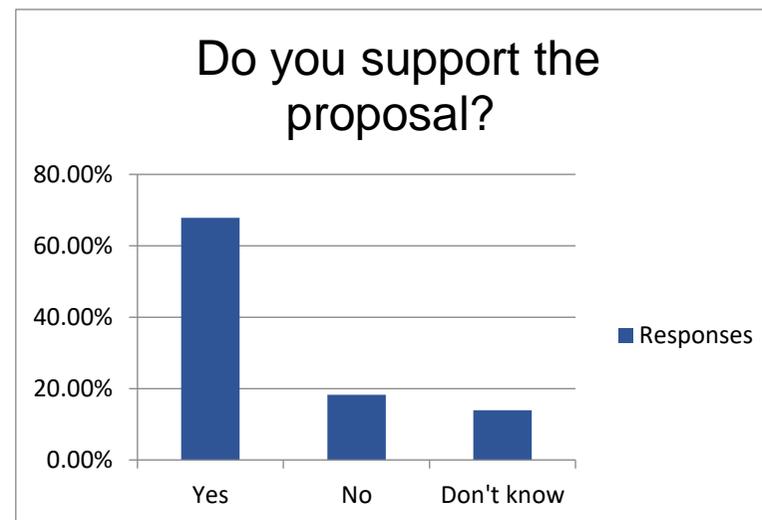
Your feedback has been summarised here and we hope that you will find this information informative.

Your feedback

- Around two thirds of patients supported the move overall
- 709 patients gave us feedback about the merger via paper and online surveys
- Far more women (67%) responded than men
- 20% of respondents considered themselves to have a long-term health condition or disabled
- The most popular ways to travel to the new location were walking (63%), bus (15%) and (8%) cycling

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When asked if our patients supported the proposal 67% of patients did, 18% didn't and 13% didn't know.



Patient questions

The below are the trending themes from the feedback survey, to address these topics we have provided some information.

Distance

Some patients have raised concerns that the relocation of the surgery will mean longer travel times. This is dependent on the patients' home address or place of work and is different in each individual situation.

As we are not able to renew the lease on the existing surgery, which is being redeveloped for other purposes, the new location was chosen on the basis of being the ideal solution for our patients, with

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Somers Town Medical Centre being a 12-minute walk or 10-minute bus ride (Route 168 comes at 11 min intervals) from the Kings Cross Surgery and a 5 min walk from Euston Station.

Sharing a reception

Although the reception area will be shared with the staff of Somers Town Medical Centre, you will continue to see the same practice staff that you currently do and access appointments in the same way as you have done at Kings Cross Surgery.

You do not need to do anything for the move, as you will remain a registered patient of Kings Cross Surgery and this means that you do not have to register elsewhere. The surgery telephone number 020 7278 9074 and email address kingscrosssurgery@nhs.net will be staying the same.

Are we merging surgeries?

The surgery will continue to be Kings Cross Surgery and there are no plans to merge the two practices.

There will however be many opportunities for staff members to work across the two practices which means we will be able to offer you more services and more choice through having a wider variety of clinical team members. Kings Cross will remain a separate surgery sharing a reception area with Somers Town Medical Centre.

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Patient demographics

Ethnicities of respondents	Response Percent
White: British	26%
White: European	25%
Asian/British Asian: Bangladeshi	8%
Other	10%
Asian/British Asian: Chinese	4%
Other: Mixed White	4%
Asian/British Asian: Indian	3%
Asian/British Asian: Pakistani	1%
Black/British Black: African	1%
Black/British Black: Caribbean	1%
Filipino	1%
Greek	1%
Nigerian	1%
Arab	1%
Japanese	1%
Malaysian	1%
Turkish	1%
White African	1%
Sudanese	1%
White Asian	1%
North African	1%
Polish	1%
Somali	1%

Age ranges	Response %
18 -24	10%
25 – 50	73%
51 - 74	14%
Over 75	1%