

## **Please help us to make NHS England aware just how urgently Launceston Medical Centre needs its expansion plans approved**

**This issue has been dragging on for more than two years and we believe the best way to get the message across now is for as many people as possible to write directly to the NHS explaining how the current situation has impacted on them.**

**The medical centre was advised to use the contact details below to get information about the situation – in direct response to a letter to the Prime Minister from the centre’s business manager.**

**To help anyone uncertain about the background to the issue or what sort of information might be relevant, we attach some suggestions below. (If you do decide to email the NHS, we would be very grateful if you would let us know at [mzuk39@gmail.com](mailto:mzuk39@gmail.com) )**

### **Contact details:**

Post:  
NHS England  
PO Box 16738  
Redditch  
B97 9PT

Or email:  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### **Re: delays in NHS decision on funding for expansion to Launceston (Cornwall) Medical Centre**

Please will you give me a date when we can expect a decision on the funding bid for the much-needed expansion to Launceston Medical Centre?

I am a patient of the Medical Centre and have (or my family/neighbours/etc.) have experienced (difficulties/delays/stress/etc.) as a result of the (cramped condition/inadequate parking/etc) at the Centre.

I understand that back in March this year our Medical Centre received conditional approval for funding under the NHS Primary Care Infrastructure Fund. Nothing more has happened.

It is a shocking fact that the plans were first submitted to the NHS in July 2013, and since then they have been re-submitted on three occasions in different formats to comply with changes in NHS requirements. This is a disgraceful waste of money and time for our cash-strapped NHS.

Currently our Medical Centre (the only one in the town) has used every inch of available space for consulting rooms and still needs more, while the reception and dispensary area are much too small with the result that there is often a lack of privacy and waiting can be very crowded and uncomfortable. There is a serious issue with parking, which often results in patients being late for appointments (and stressed/angry) and dangerous parking on the adjacent road.

My own experience has been:

Examples here could include:

- car parking issues resulting in anger, late for appointments,
- dangerous parking on approach road,
- crowded conditions/lack of privacy at reception or dispensary;
- difficulty for people with mobility issues in navigating parts of the building;

A decision on the expansion plans for our Medical Centre is long overdue and I look forward to hearing from you when we can expect that decision.

*A copy of this information is available on Launceston Medical Centre website under Patient Group.*