

Tilbury Public Event 22nd March 2016– Questions & Answers

Item 4

- **Q** – The Health hubs: people do not know about them and practices are not giving this as an option.
A – We are proud to have the hub located at Tilbury Health Centre and the hub is regularly fully booked. However more leaflets and advertising would be useful.
- **Q** – It isn't easy to get transport to the hubs.
A – We recognise that some patients have problems getting to the hubs, but patients can attend the Grays hub if this is closer for them. This appointment can still be booked with your own practice.
- **Q** – When will we get a permanent provider for the East Tilbury practice?
A – This will go out to procurement. Within this procurement, we will also be looking for longer opening hours.
- **Q** – Parking for the new Health & Wellbeing Centre, will this be looked at in the development as currently there is a shortage of parking?
A – There will be more parking made available within the plans. These will be displayed within the community hubs.

Item 6

- **Q** – Where are we going to find twenty doctors?
A – We are confident that when we build the new centre doctors will want to come and work here. We will also have other areas based within the centre to alleviate some of the pressures on GPs and ensure the patient is seen by the correct service/practitioner.
- **Q** – Will junior doctors use this as a stepping stone?
A – This would be the 'top' and wouldn't be a stepping stone. We want to attract young GPs to the area.
- **Q** – Parents have to use Basildon Hospital for children's outpatient appointments as Orsett only offers appointments in school hours.
A – A child's education is the most important. Within the new centre there will be extended outpatient hours.
- **Q** – What is happening between now and 2019?
A – We have committed to begin to provide these services in the area prior to 2019. The talking-therapies service will be located in Tilbury within the next few months. We are building the services around Tilbury.
- **Q** – Will this centre be for Tilbury patients only or for the whole of Thurrock?
A – The centre will be there for the whole of Thurrock.