

## **Keystone Centre Refurbishment Briefing**

Refurbishment work will take place at the Keystone Centre, Gun Lane, Strood, to improve and modernise the clinical treatment rooms and increase the capacity to offer more clinics at the centre.

The works will begin on 26 November 2012 and be undertaken in two phases.

Phase one is the development of office space for staff who currently use designated clinical rooms as offices, which limits the number of clinic sessions available at this site. This phase is planned to start at the end of November 2012.

Phase two will increase the number of clinical rooms at the centre, improve the layout and provide a higher standard of decoration and equipment. Phase two is planned to start mid-December 2012 for completion on 1 March 2013. During this period, interim arrangements have been made for the clinics currently held in the area being refurbished to be held elsewhere in Medway – the alternative clinic arrangements are shown in the table overleaf.

A communications plan has been developed to ensure that a broad range of stakeholders, including patients, staff, GPs, pharmacies, Medway Council, service providers and service referrers, are advised of the interim arrangements. A briefing will also be sent to the local media.

All of the clinics temporarily interrupted are attended by appointment only and patients will be notified by staff of the alternative clinic arrangements when making their appointment. The exception to this is the Hi Kent hearing aid clinic, which is a walk-in clinic and will continue to be held at Keystone during the works period.

Clinics held in the areas not being refurbished will not be interrupted and will continue to be provided at the Keystone centre during this time.

Throughout the refurbishment, we would like to reassure you that patients will continue to have the same level of access to their clinic appointments.

Additional information about the works programme or interim clinic arrangements is available from Barbara Mead, Project Manager - Property, Fifty Pembroke Court, Chatham Maritime, Chatham, Kent ME4 4EL.

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**All clinic moves will start on 10 December 2012 and continue until March 2013**

**All patients will be informed by clinic staff of the time, date and location of their next appointment**

CLINIC	INTERIM CLINIC LOCATION	ROOM	SESSIONS
Leg Ulcer	Keystone Centre	Podiatry Room	Tuesday am Friday am and pm
Looked After Children	Patient appointments moved into other suitable existing clinics		
Community Alcohol	Balmoral Community Healthy Living Centre	Interview Room 1st Floor	Friday am
CASH	Rochester Community Healthy Living Centre	Treatment Room 5	Tuesday pm
Diagnostic Cardiology	Rochester Community Healthy Living Centre	Treatment Room 4	Thursday am
	Lordswood Community Healthy Living Centre	Treatment Room 3	Tuesday am
Diabetes	Rochester Community Healthy Living Centre	Treatment Room 5	2nd, 4th Wednesday pm
Lymphedema	Rainham Healthy Living Centre	Examination/ Consulting Room 2	Friday am Friday pm
Occupational Health	Rainham Healthy Living Centre	Examination/ Consulting Room 2	1st, 3rd, 5th Monday pm, Thursday am
	Rochester Community Healthy Living Centre	Treatment Room 5	2nd, 4th Monday pm
Physiotherapy	Medway Maritime Hospital		Friday am/pm
Mental Health	This clinic was discontinued at the end of October 2012		
Heart Failure	Walter Brice Centre		Wednesday am
Arrhythmia	Walter Brice Centre		Friday pm
Dietician	Patient appointments moved into other suitable existing clinics		
Midwives	Patient appointments moved into other suitable existing clinics		
Kent Council Addiction	Patient appointments moved into other suitable existing clinics		
Hi Kent	Keystone Centre	Waiting Area	1st Tuesday am
		Waiting Area	3rd Wednesday am