

We are moving - FAQs



The Orthotic Service currently provided from the Haywood Community Hospital will shortly relocate to a new facility. From the 1st July 2015 this service will be known as the Northern Staffordshire Orthotic Service.

You may have some questions regarding how this may affect you and we have attempted, in this briefing sheet, to anticipate what these may be and answer them.

Why are the services moving?

A recent review of the service highlighted a number of issues in regards to current service provision therefore NHS Commissioners have commissioned a service from a single provider across a number of community locations. Continued service provision from the Haywood Community Hospital was not an option.

When the move will take place?

The premises are currently being re-fitted to make them suitable for our needs. This will result in a building that has been designed specifically for our patients. It is anticipated that the services will be provided from the new premises with effect from 3rd Jul 2015.

What additional things may I benefit from?

The new building is much larger with 6 clinic rooms which will allow more patients to be seen at busy times. There is a separate paediatric waiting areas plus all the benefits of a refurbished building such as increased storage to help keep the accommodation tidy. It is close to major road networks giving easy access.

Will I be able to park when I have appointments at the new premises?

Yes, there is sufficient free parking.

Will I still be able to book an ambulance/ambulance car to bring me to my appointments?

Yes, the ambulance service will offer the same level of provision to patients who qualify for their service.

Will all the staff be moving across to the new site?

All of the existing staff will be moving to the new location.

What is the address for the new location?

The new address is:

AVP House, Speedwell Road, Newcastle, Staffs, ST5 7RG.

To further improve patient access, the Orthotic Service will also provide regular community-based clinics in Leek, Shelton and Meir.

Will the telephone numbers change?

You will need to continue to use the same telephone numbers for now. As from 1st Jul 2015 the new number will be 01782 565365.

Will there be signage on the roads around the new building to help me locate it?

Signs will be shown on the external of the building and on signs immediately leading to the site.

Will I have to pay for any equipment or treatment that I receive now that the Centre is moving away from the hospital? Is it going 'private'?

You will receive the same NHS care as previously – it is only the premises that are changing.

Should you have any further questions please write them down on the paper provided and pass them to reception. Either Beth Foreman (Regional Manager) or Rob Green-Buckley (Service Manager) will be in contact with you to discuss your issues directly.

