

Dear Patient, Families and Carers

Medina Healthcare: new Riverway House surgery moves closer to opening

We are pleased to let you know that Medina Healthcare's new surgery at Riverway House in Newport is nearing completion.

The new surgery is an important investment in local GP services. It will provide modern consultation and treatment rooms, dedicated facilities for services including blood tests, and a better environment for you and our staff.

Riverway House will help us provide care more flexibly, make better use of modern facilities and improve your experience when accessing local services.

We are now installing equipment and IT and preparing the building and our teams so that everything is ready before you attend. We are currently working towards opening Riverway House to patients from the end of September 2026. Final preparations are still underway and we will confirm the opening date shortly. From this date, patients will be able to choose to book an appointment at either Riverway House or Wootton Bridge.

Wootton Bridge surgery remains open and you can continue to attend appointments there as usual.

We also know that the Wootton Bridge building will need remedial work in the future. This is expected to require a temporary closure for a period of time, although no date has been agreed. We will give you plenty of notice before anything changes and provide clear information about where and how your care will be provided while the work takes place.

You will remain registered with Medina Healthcare and there is nothing you need to do at this stage.

Before Riverway House opens, we will provide a further update explaining:

- How appointments will work across the two locations
- Travel, parking and accessibility arrangements
- What you need to know before attending Riverway House

We know that travel and access will be important for some people. We will share clear practical information before the new surgery opens, and you will be able to discuss any particular access needs with the practice when arranging an appointment.

We look forward to welcoming you to Riverway House and will continue to keep you updated as the final arrangements are agreed.

Yours sincerely,

Katy Bartolomeo
Managing Director
Community Specialist Services Division
Hampshire and Isle of Wight Healthcare NHS Foundation Trust