



PARKWOOD SURGERY

Parkwood Dr, Warners End, Hemel Hempstead HP1 2LD

Phone: 01442 250117

<https://parkwoodsurgery.nhs.uk/>

15th January 2026

TO ALL PARKWOOD SURGERY PATIENTS

Dear Patients

Re: permanent closure of the Boxmoor and Gadebridge branch surgeries.

Following the temporary closure of the branches, Boxmoor and Gadebridge, the partners are now proposing that they are closed permanently. This action will allow Parkwood Surgery to consolidate all resources into the main Parkwood Drive site.

The closure will enable the practice to offer more appointments and improve patient access to all patient groups, including home visits for patients that are house bound.

Our reasons for permanent closure

Boxmoor Site

Boxmoor Surgery has not offered GP appointments since October 2023. GP sessions were booked on an ad hoc basis providing an average two sessions per month. A weekly physio session up until when the Physio left and a replacement was not available.

During refurbishment works at Boxmoor Surgery in 2024, a data cable was accidentally severed, rendering the site inoperable. As a result, the surgery was unable to reopen and has remained closed since.

The practice's patient participation group Patient Participation Group (PPG) have been advised and have acknowledged the rationale behind the closure. It is therefore considered that the proposed closure of Boxmoor Surgery will have minimal, if any, impact on currently registered patients, as no GP appointments have been available at the branch since October 2023. All patients will continue to have access to appointments at the main Parkwood Surgery.

In terms of access to the main site there is a bus from Fishery Inn, Boxmoor to Stonecroft shopping centre which is situated near Parkwood Drive. The journey takes approximately 8 minutes and the service runs hourly. There is also an additional hourly service that runs from St John's Road, Boxmoor via Hemel Hempstead town centre which involves a change of bus and takes approximately 35 minutes.

The main site on Parkwood site is free and has ample parking for patients coming by car.



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No staff members were exclusively assigned to Boxmoor Surgery. By retaining all staff at the main Parkwood site, the practice will reduce travel time and associated costs, enabling more appointments and better allocation of resources at the main surgery.

Gadebridge Site

Up until the end of July 2025 the Gadebridge Branch surgery only offered midwife appointments from 8am to 1:30pm on Mondays and Tuesdays and Physio appointments on Mondays from 8:30am to 12:30pm. The permanent closure of this branch surgery will therefore only impact a small number of patients as no GP or nurse appointments were offered, and all current patients will continue to use the main surgery for their appointments. Additional midwife and physio appointments will be offered at the main surgery.

One member of the reception team was needed to be in attendance at the branch surgery during clinic sessions, this is was having an adverse effect on staffing at the main site. Once permanently closed, this will release additional reception support staff for the main site, particularly on Monday mornings.

There is a bus service from Gadebridge, Rossgate shops, that travels along Galley Hill to Stoneycroft shopping centre which is situated near Parkwood Drive. The journey takes approximately 8 minutes and the service runs hourly.

The practice are currently consulting with the PPG on arranging free voluntary transport for patients that would have previously accessed both the Boxmoor and Gadebridge site. We will confirm with further details if this is an option.

In addition to the above both branch surgery sites required considerable work to bring them up to the standards required for a GP site.

Given all of the above and the decision taken to permanently close the two branch surgeries, we hope to make the transition as smooth as possible.

We are sincerely sorry for the inconvenience this will have but will make sure our services at Parkwood Drive greatly benefits all our patients.

Please do feedback your comments on parkwood.info@nhs.net

Yours sincerely
Partners and all staff at Parkwood Surgery.