

Frequently asked questions for patients registered at the Surgery

1. Why are patients being transferred from RHR Medical Centre to the new Broad Oak Medical Practice?

RHR Medical Centre is due to close on 30th June 2020 following a decision by JRB Healthcare to end their contract.

We are transferring patients to a new surgery called the Broad Oak Medical Practice, operated by Operose Health.

The Broad Oak Medical Practice will be based at the Strelley Health Centre, a purpose-built healthcare facility on Strelley Road. The new practice is just over half a mile away and can be easily accessed by public transport and has ample free parking.

2. How can this happen?

The current provider of GP services at RHR Medical Centre provided six months' notice before withdrawing from the contract, which they are able to do as part of their contract terms.

Commissioners have secured a new provider for GP services at the Broad Oak Medical Practice so that patients could still access primary care services

Operose Health will operate the new Broad Oak Medical Practice and offer all the services available at the RHR Medical Centre.

3. What should I do if I already have a routine appointment booked with a GP, Nurse or other healthcare professional at RHR Medical Centre?

You will still be able to access the RHR Medical Centre as you currently do until 30 June 2020. All appointments booked with the RHR Medical Centre will take place as planned. Once you transfer to the Broad Oak Medical Practice on 1 July 2020, all appointments will be booked at the new location on Strelley Road. You will continue to be able to book appointments in advance for after 1 July 2020 as you currently do.

4. What if I have just been referred to the hospital?

The transfer will not impact on your hospital referral, appointment or results. Any new test results and hospital results will be re-directed to the Broad Oak Medical Practice, unless you choose to register with a different practice.

If you choose to register with a different practice, your medical records and all correspondence will be made available to the doctors and nurses responsible for your ongoing care.

5. What if I want to register with another GP Practice?

To register with an alternative practice please visit the NHS website – www.nhs.uk – and put in your postcode and this will list your nearest GP Practices.

You will then need to contact your chosen GP Practice and they will go through the registration process with you. You will need to fill out a new patient form and a short medical questionnaire at the practice. If you have any questions about how to register, then please phone the reception at your chosen GP Practice.

If you choose to register with an alternative practice please ensure you do so as soon as possible. This is particularly important for patients with long-term health conditions and those who need repeat prescriptions.

6. What will happen to my medical records?

Your medical records will be transferred to the new Broad Oak Medical Practice managed by Operose Health. For details of how your records are managed please see the privacy notice at <https://www.operosehealth.co.uk/operose-health-privacy-statement.html>

7. What if I do not want my details to be transferred?

If you are not happy for your records to be transferred you can choose to register with a different practice (see Question 5. above).

If you choose to register with a different practice, your medical records and all correspondence will be made available to the doctors and nurses responsible for your ongoing care.

8. Will there be any difference in services when I transfer to the new practice?

The Broad Oak Medical Practice will continue to provide you with high quality primary care and you will be able to access all of the services that you currently access at RHR Medical Centre. You will still be able to see many of the same practice staff that you currently do.

Operose Health continually seeks to improve the experience of their patients. During July 2020 they will be contacting you to ask you what they can do to change and improve your GP surgery.

9. Will I still see the same doctor?

You will still be able to see many of the same practice staff that you currently do, Operose Health are working with the current provider to ensure you have continuity of care.

10. Who are Operose Health?

Operose Health provides a range of services to patients including primary care, community services and mental health. They are part of a business family with over

30 years' experience, including within Nottingham, of delivering high quality care in the most simple, seamless and suitable way for patients.

Operose Health aims to achieve their goals and are committed to providing the very best care to patients by:

1. Building partnerships at a local and national level, working with patients to improve their care.
2. Providing technology, expertise and intelligence to enhance the system and improve the quality of care.
3. Creating a simplified system designed around patient needs. Underpinning their services with the technology, support and expertise to the system to join up health services around patient needs.
4. Underpinned by supporting and developing strong modern primary care across the UK.

10. I have a question or concern that isn't covered by the information above.

What should I do?

For any general enquiries or help with registering, please contact our Patient Experience Team on 0115 8839570 during office hours or email

ncccg.patientexperience@nhs.net.