**Frequently asked questions for patients registered at Dr Phillips practice, Radford Health Centre**

**1. Why has Dr Phillips’ practice at Radford Health Centre closed?**

Dr Phillips, of Radford Health Centre, has made the decision to retire following 47 years of service to the NHS. The practice does not have any other partners to take over which means that Dr Phillips’ practice at Radford Health Centre will permanently close to patients on Tuesday 30 June 2020.

We understand this may concern you and due to coronavirus, practices are working slightly differently to prioritise patient safety. To ensure we make the transition for you as seamless and easy as possible, all patients have been allocated to new GP practices. The new practice you have been allocated to has been determined based on your postcode. This change which will take effect from Wednesday 1 July 2020.

NHS Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) is the local NHS organisation that plans and funds NHS care locally. The CCG’s main priority is to make sure patients have ongoing access to high quality local GP services.

**2. Why has my new GP practice been chosen for me?**

Due to coronavirus, our health system is working slightly differently to prioritise patient safety. We have allocated all patients registered at Dr Phillips’ practice at Radford Health Centre to new GP practices. This is to make things as easy and as straightforward as possible so you are not required to register elsewhere. The new practice you have been allocated to has been determined based on your postcode.

**3. Do I need to go in and register at the new GP practice I have been allocated to?**

No, you are not required to go in and register at your new GP practice. Your details will be automatically transferred to this practice.

**4. I want to register at a different GP practice to the one I have been allocated to. How can I do this?**

If you wish to register with an alternative practice, you can do this. Please wait until after 30 June 2020 before registering to allow the allocation process to complete in its entirety.

Please be aware that due to coronavirus, practices are unable to register new patients face to face at this time, so please wait until it is safe to do so.

Details of GP practices which can be found on NHS Choices at [www.nhs.uk](http://www.nhs.uk).

**5. How do I register with another GP Practice?**

Please be aware that due to coronavirus, practices are unable to register new patients face to face at this time, so please wait until it is safe to do so.

To find your nearest GP practices, visit the NHS website – [www.nhs.uk](http://www.nhs.uk) – and put in your postcode.

**6. How quickly do I need to re-register with another GP Practice?**

If you are staying with the GP practice you have been allocated to, you are not required to re-register as your details have already been transferred to them.

If you wish to register at an alternative practice, please be aware that due to coronavirus, practices are unable to register new patients face to face at this time. Please wait until it is safe to do so.

**7. I had an appointment booked at Radford Health Centre, can I have this appointment at my new GP practice?**

If you have an existing appointment booked at Radford Health Centre after 30 June 2020, this will be cancelled. A practice receptionist at Radford Health Centre will contact you to discuss this.

To arrange an appointment at your new practice, please call them. When you speak to your practice, they will decide whether you need a telephone/video or face to face appointment with your doctor/nurse.

You may be asked to visit the practice if necessary.

**8. I had at appointment with my doctor/nurse at Radford Health Centre and was told to come back in six months for a check-up. What should I do?**

If you have been advised that you need a check-up appointment, please contact your new GP practice to discuss this.

**9. What should I do if I have a routine appointment booked with a GP, Nurse or other healthcare professional?**

If you have routine appointments, please contact your new GP practice to discuss this.

**10. I am worried about some symptoms, which practice should I contact?**

Your new GP practice will begin automatically registering you from 22 June 2020. During the transition period, Radford Health Centre will be able to check whether your registration has moved to your allocated practice.

If you need medical help, in the first instance please call Radford Health Centre. Radford Health Centre is still offering online and telephone consultations until Tuesday 30 June 2020.

You may be asked to contact your new GP practice if your registration has already happened.

Alternatively, you can call NHS 111 for advice or visit [NHS 111 online](https://111.nhs.uk/covid-19) for coronavirus advice.

**11. I have been allocated to a new GP practice – is it still open as normal?**

Due to coronavirus, GP practices are working differently to protect staff and patients.

Practices are working between the hours of 8.00am and 6.30pm but are using telephone, video and online consultations to hold appointments with patients.

When you speak to your practice, they will decide whether you need a telephone/video or face to face appointment with your doctor/nurse.

You may be asked to visit the practice if necessary.

 **12. I need to book an appointment at my new GP practice for myself, my child or for someone I am looking after. How do I do this?**If you need to book an appointment, please **do not** go to the practice in person.

You can call your practice to make an appointment or at some practices you can book your appointment online. Please check your practice website.

You may also be able to book an appointment through the NHS app. [Click here for more information.](https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/)

Your practice will then give you advice about the next steps.

**13. How do I know if my problem can be managed without visiting my new GP practice?**
All requests for appointments will initially be dealt with over the telephone or online. Your practice will decide what kind of appointment you need based on the information you give them. You may be offered a telephone or video consultation.

In some cases you may be asked to visit the practice for an appointment if this is the best way to manage your medical problem.

Please ensure your practice has your up-to-date mobile/contact details.

**14. I want to register at an alternative practice but they are not currently registering patients face to face. What should I do in the meantime?**If you want to register at an alternative practice and due to **urgent** circumstances this cannot wait, please call your chosen practice.

Otherwise, please remain with the GP practice you have been allocated to for the time being and register at your chosen practice when it is safe to do so.

**15. What should I do if I need an urgent on-the-day appointment with a GP or a Nurse?**

If you have symptoms you are worried about, it’s really important you contact your GP practice so they can find out more and make sure you are getting the care you need.

Please contact your practice who will arrange a telephone/video or face to face appointment with your doctor/nurse.

You may be asked to visit the practice if necessary.

Alternatively, you can call NHS 111 for advice or visit NHS 111 online for coronavirus advice. In an emergency, call 999.

 **16. What should I do if I need an urgent on-the-day home visit?**

Due to coronavirus, in certain circumstances home visits can be arranged if a telephone or video consultation is not possible and you are unable to attend the practice because you are housebound or terminally ill. Patients who are shielding are able to leave their home to attend medical appointments.

**17. What should I do if I need a repeat prescription?**

If you have a repeat prescription that you usually request at your GP practice, you can do this online or you may able to do this via the [NHS App](https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/).

If you cannot order your prescription online then you should call your practice.

If you normally order your repeat prescription through your pharmacist you can continue to do this over the phone.

Please do not go to your GP practice or pharmacy to order prescriptions.

**18. What social distancing guidance do I need to follow at my new practice?**

All practices are following guidance to make attending an appointment as safe as possible.

Please follow the social distancing measures that are in place at your practice.

If you arrive early for your appointment, please wait in your car or outside the practice to reduce time spent in waiting rooms for your safety.

If you need to use the waiting room, there may be points clearly marked on the floors and distance between seats to maintain social distancing.

Check-in screens may not be in use.

Please remember to wear your face covering. This includes a scarf or bandana that ties behind the head.

**19. What should I do if I need to see a District Nurse or Health Visitor?**

If you have an appointment booked, then this will remain the same. For any further enquiries, you can contact the Adult Community Hub for District Nurses on 0300 131 0300 and Midwives, Community Paediatrics & Health Visitors on 0115 9505907. They will be aware of the GP practice closure.

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

Due to coronavirus, the majority of hospital appointments are being carried out by telephone or video. If you have just been referred for a hospital appointment, your hospital team will contact you to keep you updated. Please ensure your hospital team has your up-to-date mobile/contact details.

Any new test results and hospital results for patients will be re-directed to the practice you register with, the new provider of your care, and actioned as appropriate.

**21. I think I may need to see a specialist. Can this be arranged?**

It is very important that if you have symptoms you are worried about that you make an appointment with your GP. Urgent hospital appointments for suspected cancer and other potentially serious conditions are still being arranged.

Your GP can still refer you to the hospital for problems that are not urgent but you may receive a delay in receiving an appointment due to coronavirus.

**22. I am already going to the hospital for a medical problem. What will happen to my on-going care?**Your hospital team will contact you to keep you updated. The majority of hospital appointments are being carried out either by telephone or video. Please ensure your hospital team has your up-to-date mobile/contact details.

**23. What will happen to my medical records?**

Once registered at your new practice, your medical records will be made available to Doctors and Nurses in order to support your ongoing care.

 **24.** **How was the practice rated on its performance by the Care Quality Commission (CQC)?**

The Care Quality Commission (CQC) is the independent regulator for all health and social care services in England. Their role is to check that GPs and other healthcare providers deliver safe and good quality care that meets national standards.

You can read the latest published report on the CQC website – <https://www.cqc.org.uk/location/1-506812065>

 **25. 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.