

Frequently asked questions for patients registered at Platform One Practice

1. What is happening at Platform One Practice?

NHS Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) holds a contract with NEMS, the current provider at Platform One Practice and this contract will reach its natural end on the 31 March 2021. The CCG is in the process of identifying a new provider with a reduced practice boundary area to focus on patients living within the inner Nottingham City area.

We are therefore planning to transfer your GP registration to an alternative practice. To ensure we make the transition as seamless as possible for you, you will be allocated to a new GP practice which is closer to your home address. The transfer will take place by the end of March 2021.

You do not need to take any action. You will receive a second letter in the New Year outlining details of the new GP practice you have been allocated to.

2. Why are these changes happening?

NHS Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) holds a contract with NEMS, the current provider at Platform One Practice and this contract will reach its natural end on the 31 March 2021. The CCG is in the process of identifying a new provider with a reduced practice boundary area to focus on patients living within the inner Nottingham City area.

3. What happens next?

You will receive a second letter in the New Year outlining details of the new GP practice you have been allocated to. Your patient information will be transferred to this practice and your registration will be processed automatically, so you are not required to contact the practice to initiate the registration process or complete any registration forms.

4. Do I need to do anything?

No. You are not required to take any action.

5. When are these changes happening?

The transfer will take place by the end of March 2021. You will receive a second letter outlining details of the new GP practice you have been allocated to in the New Year.

6. Why can't the location stay the same?

The current provider NEMS owns Forward House, Station Street which is the building Platform One Practice resides in. NEMS already delivers other services from this location.

7. Will I still see the same doctor/nurse/practice receptionists?

Once the contract has been awarded to a new provider, NEMS will work closely with them to see how primary care staff can be transferred so talent and experience can be retained within the NHS locally.

8. Will the contact number be the same?

For now, you can still use the current Platform One Practice number 0115 883 1900 to contact the surgery and book appointments.

You will receive a second letter outlining the GP practice you have been transferred to. This letter will include the new contact details for the practice.

9. Will I need to re-register?

No, you are not required to re-register. You will be automatically transferred to a new GP practice to make this transition as seamless as possible.

10. I want to re-register at a different practice, am I able to do this?

Yes. If you would prefer to register with an alternative practice you are still able to do this. Please wait to receive the letter about the new GP practice you have been transferred to. If after receiving this letter, you would prefer to register with an alternative GP practice, you can do so at any practice that covers the area you live. We will include details on how to register with a different practice within the second letter.

11. Can I still get medical help/advice from Platform One Practice?

If you have any symptoms, you are worried about or need medical help, please continue to contact your practice to obtain the help you need during this time. NEMS at Platform One Practice is still offering online, telephone and face to face consultations until you are allocated to your new GP practice. Please note that face to face appointments may only be booked where a clinical need is identified.

Patients can call NHS 111 for advice or visit NHS 111 online for coronavirus advice.

12. 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?

Please first wait to receive the letter about the new GP practice you have been allocated to. If you then want to register at a different practice who are not currently accepting face to face registrations, please remain with the GP practice you have been allocated to until you are able to register elsewhere. This is to ensure you can still seek medical help if you need to.

13. I had an appointment with my doctor/nurse at Platform One Practice 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 wait to receive the letter about the new GP practice you have been allocated to. You can then contact them to discuss the appointment.

14. How do I know if my problem can be managed without visiting my new GP practice?

Due to the coronavirus pandemic, currently all requests for appointments are initially being 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.

15. 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 be able to do this via 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.

16. What will happen to my medical records?

Your medical records will be automatically transferred over to your new practice to support your ongoing care.

17. 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.