

## Frequently asked questions for patients registered at Platform One Practice

This FAQ document is split into two sections. Please read the section that is meant for you.

### If you have been sent a letter which says you will be moved to a GP practice closer to your home address by 1 July 2021, please read the below information:

#### **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 is coming to its natural end at the end of March 2021. The CCG has found a new provider to take over and the area the practice covers is being made smaller to focus on patients who live in the inner Nottingham City area.

The CCG wrote to you last year to tell you about these changes and that you will be moved to a practice closer to where you live. We are still planning to do this and will send you another letter in June to tell you which GP practice you have been allocated to. To make sure there is enough time for you to move across smoothly to your new practice, a three month extension to the contract between the CCG and NEMS has been agreed.

From **1 July 2021**, you will be a patient at the new GP practice you have been moved to. Until then you will continue to be a patient at Platform One Practice and should contact them via the usual contact number if you need any medical help.

**You do not need to take any action.**

#### **2. When are these changes happening?**

To make sure there is enough time for you to move across smoothly to your new practice, a three month extension to the contract between the CCG and NEMS has been agreed. From **1 July 2021**, you will be a patient at the new GP practice you have been moved to.

We will send you another letter in June to tell you which GP practice you have been allocated to.

Until then you will continue to be a patient at Platform One Practice and should contact them via the usual contact number if you need any medical help.

#### **3. The previous letter you sent me said the contract comes to an end on 31 March 2021 – has this changed?**

Yes. To make sure there is enough time for you to move across smoothly to your new practice, a three month extension to the contract between the CCG and NEMS has been agreed. From **1 July 2021**, you will be a patient at the new GP practice you have been moved to.

Until then you will continue to be a patient at Platform One Practice and should contact them via the usual contact number with any medical help you need.

**4. 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 is coming to its natural end at the end of March 2021.

The CCG has identified a new provider to take over the provision of Primary Medical Services; with the area the practice covers is being reduced to focus on patients who live in the inner Nottingham City area.

**5. Do I need to do anything?**

No, you are not required to take any action.

**6. What happens next?**

We are still planning to move you to a different practice which is closer to your home address. We will send you another letter in June to tell you which GP practice you have been allocated to.

Your patient information will be moved across to this practice and your registration will happen automatically, so you do not need to take any action. You do not need to contact the practice to register or fill in any forms.

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

Yes. Please wait to receive the letter about the new GP practice you have been moved to. If after getting this letter you wish to register with different practice, you can do this as long as the practice covers the area you live. We will tell you how to register with a different practice in the next letter we send to you.

**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.

We will send you a letter in June telling you which GP practice you have been allocated to. This letter will include the contact details for your new practice. You will need to contact them from **1 July 2021** onwards when you become a patient there.

**9. Will I need to re-register?**

No, you are not required to re-register. You will be automatically moved to a new GP practice to make this as easy as possible for you.

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

From **1 July 2021**, you will be a patient at the new GP practice you have been allocated to.

Until then, you will carry on being a patient of Platform One Practice. If you have any symptoms you are worried about or need medical help, please contact them as normal to get the help you need during this time. The practice is still offering online and telephone consultations and you can continue to access medical services.

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

You can also call NHS 111 for advice or visit NHS 111 online for coronavirus advice.

**11. 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 told that you need a check-up appointment, please wait to receive the letter about the new GP practice you will be a patient at. You can then contact them to speak about this from **1 July 2021 onwards**.

If your appointment is before 1 July 2021, you will still contact Platform One Practice in relation to this appointment.

**12. 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 first being dealt with over the telephone or online. Your new GP practice will decide what kind of appointment you need based on the information you give them. You may be offered a telephone or video appointment.

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.

This guidance may change in line with the latest Covid-19 advice by the time you have moved to your new GP practice from 1 July 2021. If we are aware of any changes to the guidance before writing to you in June 2021 we will include the latest information in the letter.

**13. 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 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.

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

Your medical records will be moved over to your new practice to enable them to continue to support your ongoing care.

**15. I have a question or concern that isn't covered by the information above. What should I do?**

For any general enquiries, please contact our Patient Experience Team on 0115 8839570 during office hours or email [nccg.patientexperience@nhs.net](mailto:nccg.patientexperience@nhs.net).

**16. I access specialist services at Platform One Practice (e.g. mental health support) – will I get this at my new practice?**

Yes, the CCG commissions Mental Health Services and these services are available for all patients across the whole of Nottingham and Nottinghamshire.

**17. I see a Mental Health nurse/other specialist staff at Platform One Practice – who will I see at my new practice?**

You will continue to be able to receive support in relation to your condition/s at your new practice and access to wider services as required; this may be at a different location.

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**If you have been sent a letter which says that you are being moved across to a new provider (still in the city centre) by 1 July 2021:**

**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 is coming to its natural end on 31 March 2021.

The CCG has identified a new local provider called Parliament Street Medical Centre to take over GP services. You are being moved over to the new provider which is still located in Nottingham City Centre.

To make sure there is enough time for you to move across smoothly to the new provider, a three month extension to the contract between the CCG and NEMS has been agreed. From **1 July 2021**, you will be moved over automatically to Parliament Street Medical Centre. **You do not need to do anything.**

Until then you will continue to be a patient at Platform One Practice and should contact them via the usual contact number for any medical help you need.

**2. Who is the new provider?**

The CCG has identified a new local provider called Parliament Street Medical Centre to take over GP services. You are being moved over to the new provider which is still in Nottingham City Centre.

Parliament Street Medical Centre will be located in Nottingham City Centre, less than a mile from where Platform One Practice is currently located. The new address is: 79a Upper Parliament St, Nottingham NG1 6LD.

**3. 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 is coming to its natural end on 31 March 2021.

The CCG has identified a new local provider called Parliament Street Medical Centre to take over GP services. You are being moved over to the new provider which is still

located in Nottingham City Centre. From **1 July 2021**, you will be moved over automatically to Parliament Street Medical Centre. Until then you will continue to be a patient at Platform One Practice and should contact them via the usual contact number with any medical help you need.

**You do not need to do anything.**

**4. When are these changes happening?**

To make sure there is enough time for you to move across smoothly to the new provider, a three month extension to the contract between the CCG and NEMS has been agreed.

From **1 July 2021**, you will be moved over automatically to Parliament Street Medical Centre.

Until then you will continue to be a patient at Platform One Practice and should contact them via the usual contact number for any medical help you need.

**You do not need to do anything.**

**5. Is the location changing?**

Yes. Parliament Street Medical Centre will be based at 79a Upper Parliament St, Nottingham NG1 6LD – less than a mile from where Platform One Practice is currently located.

**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 is in. NEMS already carries out other services from here.

**7. Do I need to do anything?**

No, you are not required to take any action.

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

The new provider will be working with NEMS to explore which staff will be moved over to the new provider so you may see some of the same staff.

**9. What happens next?**

You will become a patient of Parliament Street Medical Centre at 79a Upper Parliament St, Nottingham NG1 6LD from **1 July 2021**.

Your patient information will be moved over to this practice and your registration will be happen automatically. **You do not need to take any action.** You do not need to contact the practice to register or fill in any forms.

Until then, you are still a patient of Platform One Practice so if you have symptoms you are worried about in the meantime, please continue to contact them.

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

Yes. If you would like to register at a different practice, you can do this as long as the practice covers the area where you live. Details of practices near you can be found on NHS Choices at [www.nhs.uk](http://www.nhs.uk).

Please remember that because of the coronavirus pandemic, some practices may not be registering patients face to face so please call them to check.

Please wait until after 1 July 2021 to register at an alternative practice to allow the transfer process to complete.

**11. 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.

We will provide the contact details for Parliament Street Medical Centre soon. You only need to call them from **1 July 2021** when you become a patient there.

**12. Will I need to re-register?**

No, you are not required to re-register. You will be moved over automatically to Parliament Street Medical Centre to make this as easy as possible for you.

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

From **1 July 2021**, you will be a patient of Parliament Street Medical Centre.

Until then, if you have any symptoms you are worried about or need medical help; please continue to contact Platform One Practice as normal to get the help you need during this time. The practice is still offering online and telephone consultations and you can continue to access medical services from there.

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.

You can also call NHS 111 for advice or visit NHS 111 online for coronavirus advice.

**14. 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 told that you need a check-up appointment, please contact Parliament Street Medical Practice from **1 July 2021** to speak to them about this.

If your appointment is required before 1 July 2021, you will still contact Platform One Practice in relation to this appointment.

**15. 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. Parliament Street Medical Centre 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.

This guidance may change in line with the latest Covid-19 advice by the time you are moved over to Parliament Street Medical Centre from **1 July 2021**, please check when you call them.

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**18. 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](mailto:ncccg.patientexperience@nhs.net)

**18. I access specialist services at Platform One Practice (e.g. mental health support) – will I get this at my new practice?**

Yes, the CCG commissions Mental Health Services and these services are available for all patients across the whole of Nottingham and Nottinghamshire.

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