

## Frequently Asked Questions (FAQ) for patients registered at Farnsfield Surgery

### 1. What is happening at Farnsfield Surgery?

We are transferring your GP registration across to a new provider called Hill View surgery who will take over running services at the Farnsfield Surgery site.

This is following the decision made by the current provider, Sherwood Medical Partnership, to withdraw as the provider of GP services at the Farnsfield Surgery site; they will however continue to provide services at Crown Medical Practice.

On 5 May 2021, you will be automatically transferred across to the new provider. For more information on the new provider, you can visit their website:

<https://www.hillviewsurgery.co.uk/>

If you would prefer to register with a different practice you are able to 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 wait until after 5th May, 2021 before registering with an alternative practice to allow the transfer process to finish.

### 2. Why are these changes happening?

The changes are happening following the decision made by the current provider to withdraw as the provider of GP services at the Farnsfield Surgery site.

### 3. Is Farnsfield Surgery moving?

No. The location will stay the same. Hill View Surgery will run services operating from the current building at: Station Lane, Farnsfield, NG22 8LA

### 4. Will Farnsfield Surgery be open as normal?

Yes, the opening hours of the surgery will remain the same. Please be aware that due to coronavirus, some services are being carried out slightly differently to prioritise patient safety. You may have your appointment over phone, video or online. If clinically necessary, you will be invited in to the surgery for a face-to-face appointment.

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

You will still see some of the same practice staff that you currently do, but it is likely you also be seen by new members of staff too. Your medical records will be automatically transferred over to the new provider, Hill View Surgery, to support your on-going care.

### 6. Will the contact number be the same?

Yes, you can still use the current Farnsfield Surgery number 01623 882289 to contact the surgery and book appointments. This number will be answered directly by practice staff at Farnsfield Surgery.

### 7. Will the surgery still be called Farnsfield Surgery?

The surgery site will still be known as the Farnsfield Surgery.

### 8. Who is the new provider?

The new provider is Hill View Surgery. For more information about the surgery, you can visit their website: <https://www.hillviewsurgery.co.uk/>

**9. Do I need to re-register at Farnsfield Surgery?**

No, you are not required to re-register. You will be automatically transferred on 5th May, 2021, to make this process as seamless as possible for you.

**10. I want to register at a different GP 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 as long as the practice covers the area you live. Details of practices near you can be found on NHS Choices at [www.nhs.uk](http://www.nhs.uk).

Please wait until after 5th May, 2021 before registering with an alternative practice to allow the transfer process to finish. Please also be aware that due to coronavirus, some GP practices may not be registering new patients face to face. If you have found an alternative practice to register at, please call them for details to check how to register before visiting the surgery in person.

**11. I would like to remain as part of the previous provider, can I do this?**

If you would like to remain a patient at Sherwood Medical Partnership, the previous provider, you can ask to be moved to Crown Medical Centre; however you will need to live within the Crown Medical Centre practice boundary. Please contact Crown Medical Practice on 01623 626132.

**12. Is Sherwood Medical Partnership still running the Crown Medical Centre site?**

Yes, Sherwood Medical Practice will continue running the Crown Medical Centre after they withdraw from providing GP services at the Farnsfield Surgery site.

**13. Hill View Surgery is a branch practice and has another site in Rainworth – can I have appointments there too?**

Hill View Surgery is already a provider of GP services from another site in Rainworth, appointments and clinics from the 5<sup>th</sup> May, 2021 will be available for patients to access at this site too.

**14. Will the phone system change at Farnsfield Surgery?**

No, the contact details of Farnsfield Surgery will not change. You can still be able to use the current Farnsfield Surgery number 01623 882289 to contact the surgery and book appointments. This number will be answered directly by practice staff at Farnsfield Surgery.

**15. 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 wait until after the 5th May, 2021 before registering with an alternative practice to allow the transfer process to finish. If your chosen practice is not currently accepting face-to-face registrations, please remain at Farnsfield Surgery under the new provider until you are able to register elsewhere. This is to ensure you can still seek medical help if you need to.

**16. What social distancing guidance is in place at Farnsfield surgery?**

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 own 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.

**17. Can I still get medical help/advice from Farnsfield surgery before the new provider takes over?**

If you have any symptoms, you are worried about or need medical help, please continue to contact your practice to get the help you need during this time. Farnsfield Surgery is still offering online, telephone and face-to-face consultations. Please note that face-to-face appointments may only be booked where a clinical need is identified. Alternatively, patients can call NHS 111 for advice or visit NHS 111 online for coronavirus advice.

**18. I had an appointment with my doctor/nurse at Farnsfield Surgery 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 Farnsfield Surgery to book your appointment when it is due.

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

If you usually have routine appointments, these will be carried over when the new provider takes over on 5th May, 2021.

**20. 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 make sure your practice has your up-to-date mobile/contact details.

**21. 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.

**22. 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 into your GP practice or pharmacy to order prescriptions.

**23. 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 changes happening at the Farnsfield Surgery.

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

Your medical records will be automatically transferred over to the new provider, Hill View Surgery, to support your on-going care.

**25. How was the practice rated 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. Hill View Surgery has been rated 'Good' by the CQC. You can read the latest published report on the CQC website – <https://www.cqc.org.uk/location/1-1980822558>

**26. 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).

**27. Who should I contact for my Covid-19 vaccination?**

You do not need to contact your GP for a Covid-19 vaccination. If you are eligible, please visit the [local booking site](#), call 0115 883 4640 between 8am – 6pm (Mon – Fri) or 9am – 1pm (Sat – Sun). Or call 119 or visit [the national booking link](#) to book at Mansfield Vaccination Centre or your local pharmacy-led site.

If you are classed as **clinically Extremely Vulnerable, Clinically Vulnerable or a carer you can book on** this [local booking link](#) or call 0115 883 4640 between 8am – 6pm (Mon – Fri) or 9am – 1pm (Sat-Sun).