

## Frequently Asked Questions (FAQ) for patients of Platform One Practice

If you have been sent a letter which says you are being moved to a GP practice closer to your home address by 1 July 2021, please read the below FAQ.

### 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. 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. You should now have been sent a letter which tells you which GP practice you have been moved to.

From 1 July 2021, you will be a patient at this new GP practice. 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. What do I need to do?

There is nothing for you to do. You have been automatically allocated to a new GP practice based on your home address postcode and have been sent a letter with details of the new GP practice you have been moved to.

### 3. When are these changes happening?

Last patient appointments at Platform One Practice will take place on Wednesday 30 June 2021. The transfer to your new GP practice will take place automatically during 21<sup>st</sup> June 2021 to 30 June 2021. From Thursday 1 July 2021, you can contact your new GP practice.

### 4. Why has my new GP practice been chosen for me?

We have transferred all patients registered at Platform One Practice who live outside of the new inner city boundary to a new GP practice. This has been done to make the move as easy and straightforward as possible for patients, you are not required to register elsewhere and this will ensure you can still get the important medical help you need. The new practice you have been moved to has been identified based on your home address postcode.

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

No, you don't need to go in and register at your new GP practice. Your details and medical record will be automatically transferred to this practice.

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

If you want to register with a different practice you can do this as long as the practice covers the area you live.

Details of GP practices can be found on the NHS website - [www.nhs.uk](http://www.nhs.uk). Please enter your postcode for a list of your nearest GP practices, and contact your chosen GP practice and ask to register with them. Please remember that due to coronavirus, some practices may not be registering patients face to face so please call them beforehand to check.

**7. I want to register at a different GP practice but am unable to access the NHS website. What do I do?**

If you would like to register at a different GP practice but cannot access the NHS website, please contact the CCG Patient Experience Team on 0115 883 9570 who will be able to help.

**8. 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 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. What are the opening hours at the new GP practice I have been moved to?**

GP practices are still open between the usual hours of 8am to 6:30pm however practices are working slightly differently due to coronavirus to prioritise patient and staff safety.

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 a face to face appointment if this is the best way to manage your medical concern.

**11. 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 call your GP practice.

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 a face to face appointment if this is the best way to manage your medical problem.

**12. 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 a face to face appointment if this is the best way to manage your medical problem.

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

### **13. 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 clinically necessary.

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

### **14. 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.

### **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 social distancing guidance do I need to follow at my new practice?**

All GP 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.

### **17. 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 new practice you are registered with, the new provider of your care, and actioned as appropriate.

### **18. 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 medical problems that are not urgent but you may receive a delay in receiving an appointment due to coronavirus.

**19. 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.

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

Once registered at your new practice, your medical records will transfer to ensure they are available to GPs and Nurses in order to support your ongoing care.

**21. 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 [national booking site](#) or call 119.

**22. 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.

**23. 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.

**24. I have lost or didn't receive a letter – how do I find out which GP practice I have been moved to?**

You should have been sent a letter to tell you which GP practice you have been moved to. If you have lost your letter or don't think you received one, please contact the CCG Patient Experience Team on 0115 883 9570 or email or [nccg.patientexperience@nhs.net](mailto:nccg.patientexperience@nhs.net).

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

For any general questions, please contact on the CCG Patient Experience Team on 0115 883 9570 or email: [nccg.patientexperience@nhs.net](mailto:nccg.patientexperience@nhs.net).