

Frequently asked questions for patients registered at Queens Bower Surgery

1. What is happening at Queens Bower Surgery?

In December 2020, the former GP at Queens Bower Surgery made the decision to stop providing primary medical services from the practice. Since then, Rise Park Surgery has taken over services at Queens Bower Surgery on a temporary basis until a permanent solution could be found.

On 30th September 2021, the temporary arrangement with Rise Park Surgery will end. This means they will no longer be providing GP services from the practice and Queens Bower Surgery will be closing.

We will transfer your registration to an alternative GP practice which is closer to your home address by 1 October 2021. You will receive another letter in September 2021 outlining details of the new GP practice you have been moved to.

You do not need to take any action.

2. When are these changes happening?

On 30th September 2021, the temporary arrangement with Rise Park Surgery will end. This means they will no longer be providing GP services from the practice and Queens Bower Surgery will be closing.

From 1 October 2021, you will be a patient at the new GP practice you have been moved to. We will send you another letter in September 2021 to tell you which GP practice you have been moved to. Until then you will continue to be a patient at Queens Bower Surgery and should contact them via the usual contact number if you need any medical help.

3. Do I need to do anything?

No, you are not required to take any action.

4. What happens next?

We will transfer your registration to an alternative GP practice which is closer to your home address by 1 October 2021. You will receive another letter in September 2021 outlining details of the new GP practice you have been moved to. **You do not need to take any action.**

5. 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 a different practice, you can do this as long as the practice covers the area you live. We will let you know how to register with a different practice in the next letter we send to you.

6. Why can't Rise Park Surgery run services on a permanent basis?

Rise Park Surgery took over GP services on a temporary basis following a decision by the former GP of Queens Bower Surgery to stop providing primary medical services. This temporary arrangement was put in place until a permanent solution was found.

A decision has now been made to allocate all patients of Queens Bower Surgery to GP practices closer to where they live.

As patients will be allocated to a practice closer to their home address, the current location of Queens Bower Surgery will no longer be used.

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

The building Queens Bower Surgery is based within is not owned by the NHS. As patients will be allocated to a practice closer to their home address, the current location of Queens Bower Surgery will no longer be used and the owner of the building will take back access.

8. Which GP practice will I be moved to?

You will receive another letter in September 2021 outlining details of the new GP practice you have been moved to.

9. I want to choose my new GP practice – why have I been moved to one automatically?

To make sure you continue to have access to high quality care, you have been moved to a GP practice closer to where you live. This is so you can continue to get any help and medical support you may need. If you would like to register at a GP practice of your choice, you can do this as long as the practice covers the area you live. Please wait until after you have received the letter telling you which GP practice you've been moved to before registering elsewhere.

10. I completed a survey to share my views on Queens Bower Surgery – where can I find the report?

Please visit <https://nottscg.nhs.uk/get-involved/current-and-previous-engagement-and-consultations/> for a full report of the survey findings.

If you are not able to access this report using the above link please contact our Patient Experience Team on 0115 8839570 during office hours or email nnccg.patientexperience@nhs.net.

11. The survey outlined different options – how was the decision reached to move all patients and close the surgery?

Patient feedback, including the survey, was taken into consideration as part of the decision making process for a permanent solution for the patients of Queens Bower Surgery.

12. Will the contact number be the same?

For now, you can still use the current Queens Bower Surgery number 0115 920 8615 to contact the surgery and book appointments.

We will send you a letter in September 2021 letting you know which GP practice you have been moved to. This letter will include the contact details for your new practice. You can contact them from **1 October 2021** when you become a patient there.

13. 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.

14. Can I still get medical help/advice from Queens Bower Surgery?

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

Until then, you will carry on being a patient of Queens Bower Surgery. 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.

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

15. I had an appointment with my doctor/nurse at Queens Bower Surgery 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 October 2021** onwards.

If your appointment is before 1 October 2021, you will still contact Queens Bower Surgery in relation to this appointment.

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

Due to the coronavirus pandemic and to prioritise patient and staff safety, requests for appointments are firstly 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.

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 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.

18. 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.

19. 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.

20. I access specialist services at Queens Bower Surgery (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.

21. I need support from other organisations. Will I get access to these 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.

If you do need support in the meantime you can find many services available on [Ask Lion](#), which is run by Nottingham City Council or [Notts Help Yourself](#), run by Nottinghamshire County Council. Below are several key support organisations:

- [Women's Aid](#)
- [Nottingham Recovery Network](#)
- [Refugee Forum](#)