

Frequently asked questions for patients registered at Springfield Medical Centre

1. Why is Springfield Medical Centre closing?

Dr and Mrs Mohindra have taken the decision to retire from Springfield Medical Centre. This means that they will no longer be running GP services from the practice and Springfield Medical Centre will be closing. The last patient appointments will take place on the morning of Thursday 31 March 2022.

Springfield Medical Centre will be merging with The Practice St Albans & Nirmala and you will automatically transfer to this practice. Don't worry, there is nothing you need to do.

2. What do I need to do?

Don't worry, there is nothing for you to do. You will be automatically transferred to The Practice St Albans & Nirmala from 1 April 2022 and have been sent a letter with details about the new GP practice. In the meantime, please continue to access services at Springfield Medical Centre in the same way.

3. When are these changes happening?

Last patient appointments at Springfield Medical Centre will take place on the morning of Thursday 31 March 2022. The transfer to The Practice St Albans & Nirmala will take place automatically and from 1 April 2022, you can contact them.

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

Springfield Medical Centre will be merging with The Practice St Albans & Nirmala and you will automatically transfer to this practice. This decision has been made by the current partners at Springfield Medical Centre who have made the decision to retire from the practice.

The Practice St Albans & Nirmala provides the same level of service as Springfield and is currently open between 08:00-18:30 Monday to Friday, with the addition of extended hours until 7:45pm on Wednesdays for pre-booked appointments.

If you would like to register at a different GP practice to The Practice St Albans & Nirmala, you can do this if the practice covers the area you live. Please wait until after 1 April 2022 before registering elsewhere. Details of GP practices can be found on NHS Choices at www.nhs.uk. To register, please enter your postcode for a list of your nearest GP practices, and contact your chosen GP practice and ask to register with them.

5. Do I need to go in and register The Practice St Albans & Nirmala?

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 Practice St Albans & Nirmala. 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. Please wait until after 1 April 2022 before registering elsewhere.

Details of GP practices can be found on NHS Choices at www.nhs.uk. To register, 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. Are the practice staff from Springfield Medical Centre moving over to The Practice St Albans & Nirmala?

It is expected that some staff will be moving over to The Practice St Albans & Nirmala so you may see some of the same people.

8. 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 8839570 who can help.

9. Where is The Practice St Albans & Nirmala compared to Springfield Medical Practice?

The Practice St Albans & Nirmala is located less than 500 metres away from Springfield Medical Practice. The address is: Hucknall Lane, Bulwell, Nottingham, NG6 8AQ.

10. How will existing appointments be managed?

Please continue to attend any pre-booked appointments you have at Springfield Medical Centre. For any pre-booked or routine appointments after 31 March 2022, please attend your new surgery, The Practice St Albans & Nirmala.

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

The Practice St Albans & Nirmala is currently open between 8am to 6:30pm, with extended hours for pre-booked appointments until 7:45pm on Wednesdays.

12. 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. The Practice St Albans & Nirmala processes repeat prescription requests within 48 hours, so please ensure you allow sufficient time.

If you cannot order your prescription online, drop your repeat prescription slip into The Practice St Albans & Nirmala or speak to one of the reception team. Please note that The Practice St Albans & Nirmala does not take repeat prescription requests over the telephone.

If you normally order your repeat prescription through your pharmacist you can continue to do this over the phone or in person.

13. Is there social distancing guidance to follow at my new practice?

All GP practices are following national guidance to make attending an appointment as safe as possible.

Please follow the social distancing measures that are in place at your practice and continue to wear a face covering.

14. How do I access hospital or specialist services?

Please continue to access services in the same way you currently do. This will not change as a result of the transfer.

15. Will I continue to have the same type of assistance?

There will be no change in your medical care or assistance provided by the surgery, and your care will continue as normal.

16. What will happen to my medical records?

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

Your personal data and medical records will continue to be stored in secure clinical systems and only those who are involved in delivering your care has access to your personal data.

17. How was the practice rated on its performance 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.

You can read the latest published report, rated 'Good' on the CQC website - [The Practice St Albans & Nirmala \(cqc.org.uk\)](https://www.cqc.org.uk/publications-reports/2019/04/2019-2020-annual-report)

18. 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 8839570 during office hours or email nccg.patientexperience@nhs.net.