

## Frequently asked questions for patients

### 1. What is happening at the Skegby Family Medical Centre and Brierley Park Medical Centre?

We are transferring GP registrations to the Brierley Park Medical Group, who will take over running the services at the Skegby Family Medical Centre.

From the 4 July 2023 both practices will be known as Brierley Park Medical Group, with the Skegby Family Medical Centre being known as Brierley Park Medical Group – Skegby site and the Brierley Park Medical Centre being known as the Brierley Park Medical Group – Huthwaite site.

By 4 July 2023, you will be automatically transferred across to the Brierley Park Medical Group and you will be able to choose which site you are seen at.

If you would prefer to register with a different GP practice, you will be able to do so if it 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 4 July 2023 before registering with an alternative practice, to allow time for the transfer process to be completed.

### 2. Why are these changes happening?

These changes are happening to increase resilience at the Skegby Site and ensure that the practice is able to continue to offer consistent care to the population.

### 3. Is Skegby Family Medical Centre moving?

No, the location will stay the same. Services will continue to operate from the current building at: Mansfield Road, Skegby, NG17 3EE.

### 4. Will there be any changes to the opening hours before and after the change takes place?

No, the opening hours of both surgeries will remain the same, 08:00 – 18:30, Monday to Friday.

### 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 also likely that you will be seen by new members of staff. Your medical records will be automatically transferred over to Brierley Park Medical Group to support your on-going healthcare.

### 6. Will the contact numbers be the same after the change takes place?

Yes, you will still use the current number for the Skegby Family Medical Centre - 01623 440144 or 01623 440666 - to contact the surgery and book appointments. The number for the Brierley Park Medical Centre will also remain the same – 01623 550 254.

### 7. Will the surgeries still be called the same?

No, From the 4 July 2023 both practices will be known as Brierley Park Medical Group, with the Skegby Family Medical Centre being known as Brierley Park Medical Group – Skegby site and the Brierley Park Medical Centre being known as the Brierley Park Medical Group – Huthwaite site.

### 8. Who is Brierley Park Medical Group?

For more information about this practice, please visit their website:  
<https://www.bpmcgp.co.uk/>

**9. Do I need to re-register with the Brierley Park Medical Group?**

No, you are not required to re-register. You will be automatically transferred to Brierley Park Medical Group by 4 July 2023, to ensure this process is 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 will be able to do this, so 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).

To register, please put in your postcode for a list of your nearest GP practices and contact your chosen practice to ask to register with them. Please wait until after 4 July 2023 before registering with a different GP practice, to allow for the transition process to be completed.

**11. Can I still get medical help/advice from the Skegby Family Medical Centre and Brierley Park Medical Centre before the change?**

Yes, if you have any symptoms or are worried about or need medical help, please continue to contact the practice to get the help you need, during this time.

**12. I had an appointment with my doctor/nurse at Skegby Family Medical Centre/Brierley Park Medical Centre 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 Brierley Park Medical Group - Skegby Site, on 01623 440144 or 01623 440666 or Brierley Park Medical Group – Huthwaite Site on 01623 550254 to book your appointment, when it is due.

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

You do not need to do anything. If you usually have routine appointments, these will be carried over automatically.

**14. Can I still book appointments online after the change takes place?**

Yes, however you may need to re-register with Brierley Park Medical Group for the use of online services. The practice will be in contact with patients who currently use online services to support them with this transition.

**15. What should I do if I need an urgent on-the-day home visit?**

If you are registered housebound or terminally ill, home visits can be arranged if you are unable to attend the practice or currently receive home visits from the practice.

**16. 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.

**17. 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 Call for Care for District Nurses on 01623 781 899. For Community Midwives please call 01623 676 170. The Health Family Team can be

contacted on 0300 123 3387 – option 4. They will be aware of the changes happening at the Brierley Park Medical Group.

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

Your medical records will be automatically transferred over to Brierley Park Medical Group to support your on-going healthcare.

**19. 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 GP practices and other healthcare providers deliver safe and good quality care that meets national standards. Brierley Park Medical Centre's services have been rated 'Good' by the CQC. You can read the latest information on the CQC website – <https://www.cqc.org.uk/location/1-2037543873>

**20. 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 (between 9am to 5pm) or email [nnicb-nn.patientexperience@nhs.net](mailto:nnicb-nn.patientexperience@nhs.net)