**15 July 2024**

**Patient Information: The Forest Practice, Hyson Green, Nottingham**

**FREQUENTLY ASKED QUESTIONS**

1. **What is happening at The Forest Practice?**

The partners of The Forest Practice have taken the decision to serve notice on their GP contract. They will stop providing GP services at the practice at the end of October 2024.

We will be allocating you to another GP practice near to where you live. This will take place automatically and you are not required to do anything to support this process. We will write to you again by 4 September 2024 outlining details of the GP practice you have been allocated to. **You do not need to take any action at this time.**

1. **Do I need to do anything?**

No, you are not required to take any action.

1. **What happens next?**

We will be allocating you to an alternative GP practice which is near to your home address. You will receive another letter by 4 September 2024 with all the details of the new GP practice you will be transferred to. **You do not need to take any action.**

1. **I want to re-register at a different practice, am I able to do this?**

Yes, but please wait until after the transfer process has been completed. If after this, you would prefer to register with an alternative practice, you can do so, provided the practice you wish to register with covers the area you live in. Details will be provided on how to register with a different practice of your choice, should you wish to do so.

1. **Which GP practice will I be transferred to?**You will receive another letter by 4 September 2024 outlining details of the new GP practice you will be transferred to.
2. **I want to choose my new GP practice – why have I been transferred to one automatically?**To make sure you have continued access to primary medical care, you have been transferred to a GP practice close to where you live and where there is capacity for more patients. This is so you can continue to get any help and medical support you may need.

If you would prefer to re-register at a different practice, you can still do this, provided the practice you wish to register with covers the area you live in. Patients are requested not to register at a different practice until after the transfer process has been completed.

1. **Why has this decision been made?**

The Partners at the Practice have taken the decision to serve notice on their GP contract and stop providing GP services at The Forest Practice.

1. **Will the contact telephone number and website be the same?**

For now, please continue to contact The Forest Practice, as you normally would, using the website [www.theforestpractice.co.uk](http://www.theforestpractice.co.uk) or telephone 0115 942 3759 to get the help you need during. Alternatively, you can call NHS 111 from any phone for advice or visit [NHS 111 online](https://111.nhs.uk/)

We will send you a letter by 4 September 2024 letting you know which GP practice you have been allocated to, including the contact details for your new practice. You should contact your new practice from this date onwards.

1. **Will I need to re-register?**

No, you are not required to re-register. You will be automatically transferred to a new GP practice to make this as easy as possible for you.

1. **Can I still get medical help/advice from The Forest Practice?**

Once the transfer process is complete, you will be a patient at the new GP practice you have been allocated to.Until then, you will carry on being a patient of The Forest Practice. 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 from any phone for advice or visit [NHS 111 online](https://111.nhs.uk/)

1. **Following an appointment I had with a doctor/nurse at The Forest Practice, I was told to come back in six months for a follow-up. What should I do?**

If you have been told that you need a follow-up appointment, please wait to receive the letter confirming the details of your new GP practice. You can then contact your new GP Practice to speak about this once the transfer process is complete.

If your follow-up appointment is due before the transfer has taken place, you should contact The Forest Practice.

1. **How do I know if my problem can be managed without visiting my new GP practice?**
Please call your new GP practice and they will decide what kind of appointment you need, based on the information you give them.

**13. 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](https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/).

If you cannot order your prescription online, then you should call your GP practice.

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

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

Your medical records will be transferred to your new practice to enable them to continue to support your ongoing care.

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

For any general enquiries, please contact the NHS Nottingham and Nottinghamshire Patient Experience Team on 0115 883 9570 during office hours or email nnicb-nn.patientexperience@nhs.net.

**16. I access specialist services at The Forest Practice (eg, mental health support) – will I get this at my new practice?**

Yes. NHS Nottingham and Nottinghamshire commissions Mental Health Services and these services are available for all patients across the whole of Nottingham and Nottinghamshire.

**17.** **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 details about many of the services available at [Ask Lion](https://www.asklion.co.uk/kb5/nottingham/directory/landing.page?directorychannel=8) (Nottingham City Council) or [Notts Help Yourself](https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/landing.page?newdirectorychannel=5) (Nottinghamshire County Council). Links to several key support organisations are listed below:

* [Women’s Aid](https://www.asklion.co.uk/kb5/nottingham/directory/service.page?id=r1ti-fi-DsQ)
* [Alcohol and Drug support](https://www.asklion.co.uk/kb5/nottingham/directory/service.page?id=5cuFur1Q07w)
* [Refugee Forum](http://www.nottsrefugeeforum.org.uk/)