

Frequently asked questions: Peacock Healthcare

1. What is happening at Peacock Healthcare?

Primary Integrated Community Services (PICS) who have been providing primary medical services at Peacock Healthcare gave notice that they will be withdrawing from the delivery of this service.

NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) have undertaken a local process to identify a new provider to continue the delivery of services for the patients of Peacock Healthcare. This process has now concluded, and Trentside Medical Group has been identified as the new provider.

From 1 October 2023, Peacock Healthcare will be known as *Trentside Medical Group, Peacock Branch*, with the location and contact number for the practice staying the same. Patients do not need to take any action as they will be automatically transferred to Trentside Medical Group by 1 October 2023.

Whilst the change is taking place, you should continue to contact the practice, as normal, if you have any symptoms you are worried about, or if you need medical help.

We will transfer your registration to Trentside Medical Group. The transfer will take place automatically. **You do not need to take any action at this time.**

For more information about this practice please visit: www.trentsidemc.co.uk

2. Do I need to do anything?

No, you are not required to take any action.

3. What happens next?

We will transfer your registration to Trentside Medical Group. The transfer will take place automatically. **You do not need to take any action at this time.**

4. Will my doctor or any of the practice staff change as a result of the transfer?

You will 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 Trentside Medical Group to support your on-going healthcare.

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

Yes, but please wait until after 1 October 2023 to allow for the transfer process to finish. If after 1 October 2023, you would prefer to register with an alternative practice, you can do this as long as the practice covers the area you live in.

All GP practices are listed on the NHS website – www.nhs.uk. To use this website, please put in your postcode for a list of your nearest GP practices and, if you wish to register with another practice, contact your preferred practice to ask to register with them.

5. Which GP practice will I be moved to?

By 1 October 2023, we will transfer your registration to Trentside Medical Group,. You should continue to attend Peacock Healthcare, **428 Carlton Hill, Carlton, Nottingham, NG4 1JA** until then.

For more information about this practice please visit: www.trentsidemc.co.uk

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

To make sure you have continued access to primary medical care, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) have undertaken a local process to identify a new provider for the patients of Peacock Healthcare. This is so you can continue to get any help and medical support you may need.

If you would like to register at a different GP practice of your choice, you can do this from 1 October 2023, as long as the practice covers the area you live. All GP practices are listed on the NHS website – www.nhs.uk. To use this website, please put in your postcode for a list of your nearest GP practices and contact your preferred practice to ask to register with them.

7. Why has this decision been made?

Primary Integrated Community Services (PICS) who have been providing primary medical services at Peacock Healthcare have given notice that they will be withdrawing from the delivery of this service.

8. Will the contact number be the same?

For now, you can still use the current Peacock Healthcare number 0115 958 0415 to contact the surgery and book appointments. Trentside Medical Group will inform you if the telephone number needs to change at a later date.

9. Will I need to re-register?

No, you are not required to re-register. You will be automatically moved to Trentside Medical Group to make this as easy as possible for you.

10. Can I still get medical help/advice from Peacock Healthcare?

From 1 October 2023, you will be a patient at Trentside Medical Group. Until then, you will carry on being a patient of Peacock Healthcare. 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.

11. I had an appointment with my doctor/nurse at Peacock Healthcare 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 contact Trentside Medical Group to speak to them about this from 1 October 2023 onwards.

If your appointment is before 1 October 2023, you can still contact Peacock Healthcare in relation to this appointment.

12. 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](#).

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.

14. What will happen to my medical records?

Your medical records will be moved over to Trentside Medical Group to enable them to continue to support your ongoing care.

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

Yes, however you may need to re-register for the use of online services once your registration has transferred to Trentside Medical Group.

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.patientexperience@nhs.net.

16. I access specialist services at Peacock Healthcare (e.g. 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 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](#)
- [Alcohol and Drug support](#)
- [Refugee Forum](#)