**Frequently asked questions: St Peter’s Medical Practice and Sandy Lane merger**

1. **What is happening at the Sandy Lane Surgery and St Peter’s Medical Practice?**

On 1 July 2024 St Peter’s Medical Practice will merge with and become a branch site of Sandy Lane Surgery.

From 2 July 2024 the practices will be known as Sandy Lane Surgery and the St Peter’s Medical Practice branch site.

By 2 July 2024, patients registered at St Peter’s Medical Practice will be automatically transferred to the Sandy Lane Surgery and will be able to choose which site they 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 the [NHS choices website.](http://www.nhs.uk/service-search/find-a-GP)

Please wait until after 2 July 2024 before registering with an alternative practice, to allow time for the transfer process to be completed.

1. **Why are these changes happening?**These changes are happening to increase resilience at the Sandy Lane Surgery and St Peter’s Medical Practice and ensure that both practices can continue to offer consistent care to the population.
2. **Is St Peter’s Medical Practice moving?**

No, the location will stay the same. Services will continue to operate from the current building at: Chaucer House, Mansfield, NG18 1EE.

1. **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.

1. **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. For St Peter’s Medical Practice patients, your medical records will be automatically transferred over to Sandy Lane Surgery to support your on-going healthcare. You will have the choice of where you wish to be seen, either at the Sandy Lane site (77 Sandy Lane, Mansfield, NG18 2LT) or the St Peter’s site (Chaucer House, Mansfield, NG18 1EE).

1. **Will the contact numbers be the same after the change takes place?**

Yes, you will still use the current number for the St Peter’s Medical Practice, 01623 422355, to contact the surgery and book appointments. The number for Sandy Lane Surgery will also remain the same, 01623 656055.

1. **Will the surgeries still be called the same?**

Yes, however, St Peter’s Medical Practice will be a branch site of Sandy Lane Surgery.

1. **Who is Sandy Lane Surgery?**

For more information about this practice, please visit the [Sandy Lane surgery website](https://sandylane-surgery.co.uk)

1. **Do I need to re-register with the Sandy Lane Surgery?**

No, you are not required to re-register. You will be automatically transferred to Sandy Lane Surgery by 2 July 2024, to ensure this process is as seamless as possible for you.

1. **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 website](http://www.nhs.uk/service-search/find-a-GP).

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 2 July 2024 before registering with a different GP practice, to allow for the transition process to be completed.

1. **Can I still get medical help/advice from the Sandy Lane Surgery and St Peter’s Medical Practice before the change?**

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

1. **I had an appointment with my doctor/nurse at St Peter’s Medical Practice/Sandy Lane Surgery 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 St Peter’s Medical Practice on 01623 422355 or Sandy Lane Surgery on 01623 656055 to book your appointment, when it is due.

1. **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.

1. **Can I still book appointments online after the change takes place?**Yes, however you may need to re-register with Sandy Lane Surgery 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.
2. **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.

1. **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 able to do this via the [NHS App](https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/). If you cannot order your prescription online you should call your practice. If you normally order your repeat prescription through your pharmacist, you can continue to do this.

1. **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.

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

Your medical records will be automatically transferred over to Sandy Lane Surgery to support your on-going healthcare.

1. **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. Sandy Lane Surgery services have been rated ‘Good’ by the CQC. You can read the latest information on the [CQC website](https://www.cqc.org.uk/location/1-550847985).

1. **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)