

## Frequently asked questions for patients registered at Ivy Medical Group

### 1. What is happening to the Ivy Medical Group?

Your GP registration will remain at the Ivy Medical Group, but you will no longer be able to book an appointment at the Lowdham Medical Practice as the Ivy Medical Group will now be operating from its sites in Burton Joyce - The Apple Tree Medical Practice, Wheatsheaf Court, Burton Joyce, NG14 5EA0 and The Lambley Lane Surgery, 6 Lambley Lane, Burton Joyce, Nottingham, NG14 5BG.

### 2. Why are these changes happening?

Ivy Medical Group have decided that it is in the best interests of their patients to withdraw from the Lowdham Practice site and provide services from the Apple Tree Medical Practice and The Lambley Lane Surgery in Burton Joyce.

### 3. Will the Lowdham site still be open?

The Jubilee Park Practice will continue to operate from the Lowdham site whilst improvement works are taking place. Temporary changes which will be in place over the next few weeks so the works can be done include alternative hand washing facilities and temporary toilets.

### 4. Will there be any changes to the Burton Joyce practice opening hours?

No, at present, the opening hours of the surgeries will remain the same, 08:15 – 18:30 at The Apple Tree Medical Practice, Monday to Friday and 8.15 – 13:00 and 14:00 to 18:30, Monday – Wednesday and Friday and 08:15 – 13:00 on Thursday at the Lambley Lane Surgery.

### 5. Will I still see the same doctor/nurse/practice receptionists?

Yes, you will still see the same practice staff that you currently do, but you will also meet members of the team that work at the Burton Joyce sites.

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

Yes, you will still use the current number - 0115 9312500 to reach the Burton Joyce practices.

### 7. Do I need to re-register with the Burton Joyce practices?

No, you are not required to re-register. You will remain with the Ivy Medical Group.

### 8. I had an appointment with my doctor/nurse at the Lowdham practice 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 call the main number for the Burton Joyce sites (0115 9312500) to book your appointment, when it is due.

### 9. 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 have an appointment booked at the Lowdham site, the Burton Joyce team will contact you.

### 10. What should I do if I need an urgent on-the-day appointment or home visit?

Please call the main number for the Burton Joyce sites (0115 9312500) to book an appointment.

**11. 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](#).

**12. What should I do if I cannot order my prescription online?**

If you cannot order your prescription online then you should call your practice. If you already have a nominated pharmacy that collects your prescription from the Lowdham site, this will continue with no changes.

**13. What should I do if I currently collect my prescription from the Lowdham site?**

If you currently collect your prescription from the Lowdham site these will now be available for collection at the Apple Tree Medical Practice, Wheatsheaf Court, Burton Joyce, NG14 5EA0, however, if you would like to nominate a pharmacy to collect your prescription please let the reception team know.

**14. What should I do if I currently deliver my medication request slip to the Lowdham site?**

If you currently deliver your medication request slip to the Lowdham site either into the post box or hand it into the receptionist, unfortunately this service has had to be temporarily changed. Please deliver your request slip to the Apple Tree Medical Practice, Wheatsheaf Court, Burton Joyce, NG14 5EA0. You can post it into the prescription box located on the front gate of the practice which is accessible at all times even when the practice is closed.

If you have any problems collecting or requesting your prescription, please call our reception team on 0115 931 2500 who will be able to help.

We will be using electronic prescriptions for our non-dispensing patients when the service goes live in the next few weeks.

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

Your medical records will remain with the Ivy Medical Group to support your ongoing healthcare.

**16. 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 1 December 2022 before registering with a different GP practice, to allow for the transition process to be completed.

**17. 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 the NHS Nottingham and Nottinghamshire 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)

**18. Who should I contact for my Covid-19 vaccination? – latest advice**

There are plenty of sites offering vaccinations at pharmacies, some GP practices and larger vaccination centres. If you are eligible for an Autumn Booster vaccination, you can

book an appointment at the most convenient site for you via 119 or on the [NHS website](#). Walk in venues can be found [here](#).

Those who are eligible for an Autumn Booster jab include over 50s, carers, pregnant women, frontline health and social care workers and people who are clinically at risk.

**17. Who should I contact for my Flu jab?**

Please call the Ivy Medical Group on 0115 931 2500 to make an appointment at either Apple Tree or Lambley Lane. You may receive a text message regarding your flu jab, which you can reply to, to book your flu jab.