

## Frequently asked questions for patients registered at Bull Farm Surgery

### 1. What is happening at Bull Farm Surgery?

We are transferring your registration to a new provider called Oakwood Surgery, which will be operating a branch surgery from Bull Farm Primary Care Resource Centre, the same location as the current Bull Farm Surgery.

This is following a decision by the current provider of Bull Farm Surgery to terminate their current contract with NHS Nottingham and Nottinghamshire Clinical Commissioning Group.

Oakwood Surgery will be opening a branch surgery in **Bull Farm Primary Care Resource Centre, Concorde Way, Millenium Business Park, Mansfield, NG19 7JZ**, and will be providing services from the same building. You do not need to take any action as you will be automatically transferred to the new Oakwood Surgery branch site on 2<sup>nd</sup> October 2020.

If you would prefer to register with an alternative practice you are still able to do this. Please wait until after 7<sup>th</sup> October before registering with an alternative practice to allow the transfer process to complete in its entirety. Please also be aware that due to coronavirus, GP practices are operating slightly differently to normal which may affect processes for registering new patients. If you have found an alternative practice to register at, please call them for details on their registration process before visiting the surgery in person. Details of practices near you can be found on NHS Choices at [www.nhs.uk](http://www.nhs.uk).

### 2. Why are these changes happening?

The changes are happening following a decision by the current provider of Bull Farm Surgery to terminate their current contract with NHS Nottingham and Nottinghamshire Clinical Commissioning Group.

Due to the coronavirus pandemic, the decision to transfer you to Oakwood Surgery has been made to ensure this process as seamless as possible for you.

### 3. Is Bull Farm surgery moving?

No. The location will remain the same as Oakwood Surgery will be opening a branch surgery in Bull Farm Primary Care Resource Centre, Concorde Way, Millenium Business Park, Mansfield, NG19 7JZ, and will be providing services from the same building.

### 4. Will Bull Farm be open as normal?

Yes the opening hours of the surgery will remain the same. Please be aware that due to coronavirus, some services are being carried out slightly differently to prioritise patient safety. You may have your appointment over phone, video or online. If deemed necessary, you will be invited in to the surgery for your appointment.

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

You will still be able to see some of the same practice staff that you currently do, but it is likely you will also be seen by new members of staff. Please be assured that we are working to provide you with continuity of care and that any clinician you see will be able to access your medical history including diagnosis, treatment plans and prescriptions.

**6. Will the contact number be the same?**

Yes, for now you can still use the current Bull Farm Surgery number 01623 621 059 to contact the surgery and book appointments.

**7. Will the surgery still be called Bull Farm?**

The surgery will be known as the Bull Farm Branch of Oakwood Surgery.

**8. Who is the new provider?**

The new provider is Oakwood Surgery. For more information on the surgery, you can visit their website: <https://www.oakwoodsurgery.co.uk/Contact>

**9. Do I need to re-register at Bull Farm Surgery?**

No, you are not required to re-register. You will be automatically transferred to the new Oakwood Surgery branch site on 2nd October 2020, to make this process as seamless as possible.

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

Yes. If you would prefer to register with an alternative practice you are still able to do this. Please wait until after 7th October before registering with an alternative practice to allow the transfer process to complete in its entirety. Please also be aware that due to coronavirus, GP practices are operating slightly differently to normal which may affect processes for registering new patients. If you have found an alternative practice to register at, please call them for details on their registration process before visiting the surgery in person. Details of practices near you can be found on NHS Choices at [www.nhs.uk](http://www.nhs.uk).

**11. I want to register at an alternative practice but they are not currently registering patients face to face. What should I do in the meantime?**

Please wait until after the 7th October before registering with an alternative practice to allow the transfer process to complete in its entirety. If your chosen practice is not currently accepting face to face registrations, please remain at Bull Farm Surgery under the new provider until you are able to register elsewhere. This is to ensure you can still seek medical help if you need to.

**12. What social distancing guidance is in place at Bull Farm surgery?**

All practices are following guidance to make attending an appointment as safe as possible.

Please follow the social distancing measures that are in place at your practice.

If you arrive early for your appointment, please wait in your car or outside the practice to reduce time spent in waiting rooms for your safety.

If you need to use the waiting room, there may be points clearly marked on the floors and distance between seats to maintain social distancing.

Check-in screens may not be in use.

Please remember to wear your face covering. This includes a scarf or bandana that ties behind the head.

**13. The letter I received says I can also book an appointment at Oakwood Surgery in Mansfield Woodhouse, what does this mean?**

From 2<sup>nd</sup> October, you will also have the choice to have your GP appointments at Oakwood Surgery as well as Bull Farm Surgery, if you wish. Oakwood Surgery is the main site of the two practices and is based on Church Street, Mansfield Woodhouse, Nottinghamshire, NG19 8BL. For more information on the surgery, you can visit their website: <https://www.oakwoodsurgery.co.uk/Contact>

**14. Can I still get medical help/advice from Bull Farm surgery?**

If you have any symptoms, you are worried about or need medical help, please continue to contact your practice to obtain the help you need during this time. The Bull Farm Surgery current provider is still offering online, telephone and face to face consultations until Thursday 1st October 2020. Please note that face to face appointments may only be booked where a clinical need is identified.

You will be able to seek help from Oakwood Surgery from Friday 2nd October. Alternatively, patients can call NHS 111 for advice or visit NHS 111 online for coronavirus advice.

**15. I had an appointment with my doctor/nurse at Bull Farm 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 Oakwood Surgery to book your appointment when it is due. You can contact them from the 2<sup>nd</sup> October on the current Bull Farm Surgery telephone number: 01623 621059, or you can use their main site telephone number: 01623 435555.

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

If you usually have routine appointments, please contact Oakwood Surgery from the 2<sup>nd</sup> October to book a new appointment and discuss with the surgery your care needs. Oakwood Surgery will then be able to provide these appointments in the future.

You can contact Oakwood Surgery from the 2<sup>nd</sup> October on the current Bull Farm Surgery telephone number: 01623 621059, or you can use their main site telephone number: 01623 435555.

**17. How do I know if my problem can be managed without visiting my new GP practice?**

All requests for appointments will initially be dealt with over the telephone or online. Your practice will decide what kind of appointment you need based on the information you give them. You may be offered a telephone or video consultation.

In some cases you may be asked to visit the practice for an appointment if this is the best way to manage your medical problem.

Please ensure your practice has your up-to-date mobile/contact details.

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

Due to coronavirus, in certain circumstances home visits can be arranged if a telephone or video consultation is not possible and you are unable to attend the practice because you are housebound or terminally ill.

**19. 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 over the phone.

Please do not go to your GP practice or pharmacy to order prescriptions.

**20. 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 the Adult Community Hub for District Nurses on 0300 131 0300 and Midwives, Community Paediatrics & Health Visitors on 0115 9505907. They will be aware of the GP practice closure.

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

Your medical records will be automatically transferred over to the new provider, Oakwood Surgery, to support your ongoing care.

**22. How was the practice rated on its performance 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 GPs and other healthcare providers deliver safe and good quality care that meets national standards.

You can read the latest published report on the CQC website –

<https://www.cqc.org.uk/location/1-506812065>

**23. 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 or email [ncccg.patientexperience@nhs.net](mailto:ncccg.patientexperience@nhs.net).