

IMPORTANT INFORMATION

THE SURGERY, 30 NORTH STREET, ASHBY DE LA ZOUCH, LE65 1HF

THIS PRACTICE WILL BE CLOSED FROM 31st October 2019

FREQUENTLY ASKED QUESTIONS	
Q.	What do I need to do now?
A.	You now need to seek registration at another practice before the 31 st October 2019
Q.	How do I find another GP?
A.	<p>You can do this in a number of ways</p> <ul style="list-style-type: none">• You should have received a letter giving you details as to how you can register with another practice. You can pick up a copy of the letter from the practice, or call or visit the practice website for details: www.thesurgerynorthstreetashby.nhs.uk. You can also visit the CCG website at www.westleicestershireccg.nhs.uk• Visit NHS Website for more information on practices that are local to your postcode. The link for this website is www.nhs.uk.• You can attend the patient information sessions that will be held at the practice to help you with any registration queries. See below.• A list of the practices closest to The Surgery is included below along with their contact details and websites. To support you in your decision making you can explore practice websites to learn more about their services and opening hours
Q.	What if I need help to register with a new practice?
A.	<ul style="list-style-type: none">• If you have any questions please contact West Leicestershire CCG via email on enquiries@westleicestershireccg.nhs.uk or call the Corporate Affairs Team on 01509 567702 (Monday to Friday, 9am to 5pm).• Alternatively, you can log onto www.nhs.uk for more information on registration.• You can also attend patient information drop-in sessions that will be held on the:<ul style="list-style-type: none">○ Thurs 19th Sept, 9am–12.30pm, The Lyric Rooms○ Mon 23rd Sept, 3.30pm – 5.30pm, The Lyric Rooms○ Mon 7th Oct, 9am - 11am, The Lyric Rooms○ Tues 22nd Oct, 3.30pm-5.30pm, The Lyric Rooms <p>Please note you do not need to attend for the whole of these sessions – just drop-in during these times to speak to us.</p>
Q.	What information do I need to take when I register with a new practice?

A.	<p>Each practice has their own registration process so you will need to enquire with the practice you would like to move to or visit their website for more information.</p> <p>You will need to check with the practice you would like to register with to ensure you live within their catchment area.</p> <p>You may be expected to present some form of ID / proof of address. The proof of address will be required to show that you reside within the practice's boundary area. You can find out what boundary area a practice covers by directly asking the practice or by looking at their website.</p>
Q.	What if I try and register with a practice and they refuse registration?
A.	<p>If you live within the practice boundary you should not be refused registration. However if you have any difficulty registering, please contact West Leicestershire CCG via email on enquiries@westleicestershireccg.nhs.uk or call the Corporate Affairs Team on 01509 567702 (Monday to Friday, 9am to 5pm).</p>
Q.	What will happen to my patient record?
A.	<p>Once you have registered with a new practice your patient records will be transferred across to your new practice. You do not need to take any other action.</p>
Q.	What do I need to do if I want to see a doctor after 31 October 2019
A.	<p>You will need to be registered at a new practice to see a doctor after this date.</p>
Q.	Will there be enough appointments available to all the patients who register at different practices?
A.	<p>West Leicestershire Clinical Commissioning Group has worked with practices in the area and those listed in the letter you have received have told us they have capacity to register more patients.</p> <p>Each practice has a different way of managing their appointment systems to meet the needs of their patients; this can include sit and wait clinics or telephone consultations.</p> <p>When you register with a new practice you can speak to them directly about the type of appointments they offer or review their practice website.</p>
Q.	What if I have a long-term condition or particular health need? How can I be sure the new practice can provide the necessary care?
A.	<p>When you contact a practice, we recommend you discuss this with them if you have any concerns. You can also visit www.nhs.uk and find out information about particular services provided at a practice which might help you choose the most appropriate practice to meet your needs.</p>
Q.	I am a member of the practice's Patient Participation Group (PPG). How will I continue with this work?
A.	<p>If you would like to continue to be part of a PPG at your new practice please ask the reception staff for more information on how to join their PPG.</p>

Q.	What happens if you do not register with another practice after 31st October 2019?	
A.	If you have not registered with another GP Practice by 31 st October, West Leicestershire CCG will write to you to inform you that you will be allocated to a practice local to your postcode. As a patient you continue to have the right to choose - so you can choose to register with another practice. But, to ensure continuity of care we strongly encourage you to register with another practice by 31 st October 2019.	
Q.	If I am on repeat prescriptions, what do I need to do?	
A.	If you are on repeat prescriptions, you will need to speak to your existing GP to ensure you have enough supply till you are able to register with another GP. Speak to your existing GP if you have any queries on your prescriptions and when these can be ordered.	
Q	What happens if I am waiting for an appointment or results from the Hospital or other provider?	
A.	You will need to speak to your existing GP for more information.	
Q	Once I register with another practice can I still access services from The Surgery, Ashby?	
A.	No. Once you register with another practice, your clinical records will transfer and you will be required to contact your new practice for all medical queries.	
Q	Who is West Leicestershire Clinical Commissioning Group?	
A.	NHS West Leicestershire Clinical Commissioning Group (WL CCG) is the organisation that is responsible for planning and managing healthcare services for the West Leicestershire patient population, including services provided by GP practices in Ashby	
Q	Why has Castle Medical Group decided not to continue with the caretaking arrangements?	
A	The caretaking arrangements were for six months only until 30 September 2019, to allow the CCG progress discussions with other GPs and organisations in the area, to determine a long-term solution for The Surgery. Castle Medical Group has found it increasingly difficult to maintain services at its own practice and at the Surgery and therefore cannot extend the caretaking arrangements for much longer. They have, however, agreed to extend cover until 31 October to provide patients with additional time to register with another practice	
Q	If I live in the following area, which practice can I register with or be allocated to?	
A	Area	Options for registration
	Calke	Melbourne Medical Centre (if you live in the practice catchment area)
	Staunton Harold	Melbourne Medical Centre (if you live in the practice catchment area)

	Normanton Le Heath	Ibstock Surgery
	Lount	Manor House Surgery
Q	How will I travel to my new GP surgery?	
A	<p>Information on how to get to each GP practice should be available on their websites. Some practices have links with volunteer driver schemes. If it comes to our attention that some practices are difficult to get to, the CCG may be able to have discussions with the local authority to consider new public transport routes. Please contact our corporate affairs team if this is an ongoing problem for you (email enquiries@westleicestershireccg.nhs.uk or call 01509 567702 (Monday to Friday, 9am to 5pm). Or ask your PPG to speak to the CCG about this.</p> <p>You can also visit NHS Website via https://www.nhs.uk. for more information on directions and travel options.</p>	
Q	I cannot register with the practice I have chosen?	
A	<p>This might be because you don't live within their catchment area. If you have not registered with another practice by 21 October the CCG will allocate you to a practice near to you. You should have received a letter about this if it applies to you.</p>	
Q	What if I have an ongoing referral or treatment at a hospital?	
A	<p>Your notes will be updated when you register with another practice and correspondence should begin to be sent to your new GP. If you are worried about this please speak to your GP.</p> <p>You can also contact the hospital where you are receiving treatment and update them on details of your new GP Practice so that they can update their records and send information to your current GP.</p>	
Q	What should I do about repeat prescriptions?	
	<p>If you have requested a repeat prescription from The Surgery, please collect it from there prior to registering at the new practice.</p>	

Practices closest to The Surgery, Ashby

Organisation Name	Tel Number	Website
Castle Medical Group, 118 Burton Road, Ashby-De-La-Zouch, LE65 2LP	01530 414131	www.castlemedicalgroup.co.uk
Measham Medical Unit, High Street, Measham, DE12 7HR	01530 270667	www.meashamdoctors.co.uk
Woodville Surgery, Swadlincote, DE11 7JE	01283 217036	www.woodvillesurgery.co.uk
Whitwick Road Surgery, Whitwick Road, Coalville, LE67 3FA	01530 836507	www.whitwickroadsurgery.co.uk
Dr S Virmani & Dr G Bedi, 67 North Street, Coalville, LE67 5HX	01530 838866	www.whitwickhealthcentre.co.uk
Dr R M Patel & Dr H Tailor, 67 North Street, Coalville, LE67 5HX	01530 839629	www.lewisandpatelwhc.co.uk

Dr Vishnu Parmar, 1 Hallcroft Avenue, Swadlincote, DE12 6JF	01283 760595	www.oversealsurgery.co.uk
Heartwood Medical Practice, Swadlincote Health Centre, Swadlincote, DE11 0AE	01283 818100	www.heartwoodmedicalpractice.co.uk
Manor House Surgery, Mill Lane, Belton, LE12 9UJ	01530 222368	www.beltonsurgery.nhs.uk
Long Lane Surgery, Beacon House, Long Lane, Coalville, LE67 4DR	01530 445945	www.longlanesurgery.com
<u>Hugglescote Surgery</u> , 151 Grange Road, Hugglescote, Coalville, LE67 2BS	01530 832109	www.hugglescotesurgery.co.uk
<u>Swadlincote Surgery</u> , Darklands Rd, Swadlincote, DE11 0PP	01283 551717	www.swadlincote.gpsurgery.net
Ibstock House Surgery, 132 High St, Ibstock, LE67 6JP	01530 263467	www.ibstockhousesurgery.nhs.uk
Broom Leys Surgery, Broom Leys Rd, Coalville, LE67 4DE	01530 832095	www.broomleysurgery.co.uk