

Frequently Asked Questions

Merger of Church View Surgery, Hedon Group Practice and South Holderness Medical Practice on 1st October 2018

On 1st October 2018 the above three practices will be merging to create a new practice called Holderness Health. Although it will very much be “business as usual” for our patients, you will notice a few minor changes and this leaflet explains what those changes will be. After we merge, staff and doctors will begin a programme of sharing best practice and specialist skills, so we can provide the best care possible for all our patients.

CONTACT DETAILS AND OPENING TIMES

- 1. When are you merging?** 1st October 2018.
- 2. What will the telephone numbers be?** Our telephone numbers are staying the same.

Church View Surgery	01482 899348
Hedon Group Practice	01482 899111
St Nicholas' Surgery	01964 613221 (previously South Holderness Medical Practice)
- 3. When will the sites be open?** Our opening times are staying the same.
- 4. What happens if I need a GP outside normal hours?** There is no change. Please ring 111 or your usual site and a recorded message will tell you what you need to do next.
- 5. Will the names of the sites be changing?** All the sites will form part of Holderness Health from 1st October 2018 but they will retain their individual site names: Church View Surgery, Hedon Group Practice, Keyingham Surgery, Prospect Surgery, Roos Surgery, St Nicholas' Surgery and St Patrick's Surgery.

APPOINTMENTS AND HOME VISITS

- 1. How do I make an appointment?** There is no change to the way you can book an appointment. Simply contact your local site or book an appointment online.
- 2. Will I still be able to see my usual GP and clinician (e.g. nurse, healthcare assistant)?** Yes. All of the GPs, nurses and healthcare assistants will still be available after the merger.
- 3. How do I get in touch with the District Nurses?** There is no change to how you can contact the District Nurses.
- 4. What do I do if I need a home visit?** There is no change to how to book a home visit. Home visits are made for those who are too ill to attend the site. Whenever possible home visits should be requested before 10.30am.

REPEAT PRESCRIPTIONS AND RESULTS

- 1. How do I order my repeat prescriptions?** There is no change to how you can order your repeat prescriptions. We ask that you give your dispensary 3 working days' notice for repeat prescriptions and would encourage you to use the online service.
- 2. How do I collect my prescriptions?** There is no change to how you can collect your prescriptions.
- 3. How do I get my results?** There is no change to how you can get your results. If possible, please contact your site for results between 12:00 and 15:00 when it is quieter.

DISPENSING PATIENTS AT HOLDERNESS HEALTH

- 1. Is anything changing for dispensing patients?** No, you can still collect your prescriptions and medication from your usual site.

ANNUAL REVIEWS AND VACCINATIONS

It is important that you come to your site for all your vaccinations (e.g. flu) so we can continue to provide a vaccination service to all our patients.

1. **What will happen about my regular reviews?** There is no change to the way that you will be reminded about the regular reviews that you need.
2. **What will happen about my annual flu vaccination?** We will let you know when the flu clinics will be well in advance so that you have plenty of time to arrange an appointment.

SMS TEXT MESSAGING

1. **Can I still use online services?** Yes, you can still use online services to order repeat prescriptions and book appointments.
2. **Will I still get text message reminders?** All patients who provided a mobile number will be registered to receive text messages. If you do not want to receive text reminders for appointments, then please contact us. Please note that this service is NOT available for those patients under the age of 16 years.

KEEPING IN TOUCH WITH PATIENTS

1. **Will the Patient Participation Groups (PPG) continue?** No. The new practice will cover a large geographical area, so the current PPGs will be replaced with one virtual online group later this year. If you are already part of a PPG then we will let you know how to become a member of the new Holderness Health PPG. If you would like to join the new practice's PPG then please contact your local site.
2. **What other ways will you use to keep in touch with patients?** The new practice will have a Twitter account (@HoldHealth) and Facebook account (@Holdernesshealth) that we will use to share information. From 1st October 2018 there will also be a new website www.holdernesshealth.nhs.uk.

MISCELLANEOUS

1. **Where will my medical records be stored?** Your original and electronic patient records will remain where they are currently stored. Your electronic records will eventually be transferred to a central clinical system and we will let you know more about this next year.
2. **Can I make an appointment at any of the other sites during normal hours?** Continuity of care is essential for us to provide you with a good standard of medical care and we ask you therefore to continue to book appointments at your usual site.
3. **How do I make a complaint?** A copy of our complaints procedure is available from your local site and online at www.holdernesshealth.nhs.uk from 1st October 2018.
4. **How do new patients register at Holderness Health?** We have aligned our registration processes across all of our sites. If you move out of the area then you will need to inform your site. For further details, please see your local reception team.
5. **What do I need to do if I want to access online services after 1st October 2018?** You can continue to access a wide range of services online. Please speak to your local site.
6. **Why have some of the prices for private work changed?** Holderness Health has been working towards a uniform policy on charges for private work in line with BMA guidance. These charges will be the same whichever site is accessed.

STILL HAVE SOME QUESTIONS?

If you have any questions about the merger or this information sheet, then please contact your local reception team who will be happy to help you.