

## **Public FAQ to be published on the practice website**

### **Frequently Asked Questions: Closure of Northville Family Practice**

Version 1.0 – July 2019

This Frequently Asked Questions (FAQ) document has been prepared by the NHS Clinical Commissioning Group for Bristol, North Somerset and South Gloucestershire, to answer questions patients may have about the closure of Northville Family Practice.

#### **1. What is happening at the practice?**

The practice will be closing on 30 September 2019. This means patients will need to register at a new practice and we will support you do to this.

#### **2. I am a patient at one of the practices – what do I need to do now?**

We are pleased to say that other practices in the area are able and willing to register patients from Northville Family Practice, so nobody will be without a doctor. We have written to all patients to inform them of the changes. Patients will need to re-register at an alternative practice by completing the registration paperwork at the practice by 1 September 2019. This will allow them to plan and prepare for a smooth and safe transition. On re-registration you may need to provide identification and complete some simple registration forms.

#### **3. Which practice will I go to?**

Finding a new GP practice is a matter of personal preference, based on factors such as distance from where you live, travel to the practice, opening hours and accessibility. In our patient letters we have recommended a practice that can best support each patient, however other practices may be able to accommodate you too. You can find a full list of local practices on the NHS website: [www.nhs.uk](http://www.nhs.uk)

#### **4. Why can't services continue to be provided at my practice?**

The contract at the practice is due to expire at the end of September. We engaged widely with local providers, current staff, patients and stakeholders on three possible options about the future of primary care services at the practice. A summary of the engagement was presented to our Primary Care Commissioning Committee on 25 June 2019 and the decision was made to support patients to re-register with one of the surrounding GP providers. This decision was based on ensuring we have sustainable, high quality primary care services now and for the future.

#### **5. Do the other practices have enough capacity to accommodate patients from Northville practice?**

We have been working closely with these practices and are confident the practices we are recommending to patients have capacity to provide care. No patient will be left without a doctor. All recommended practices are working to increase staff levels by September 2019 as Northville practice prepares to close.



## **6. Will there be any changes at my practice before 30 September?**

Services will continue to be provided to patients as normal until 1 September. From 1 September until 30 September, the practice will only be able to provide appointments for patients with urgent needs, to help ensure the safe closure of the surgery. Bookable and routine appointments will not be available after this date. If you require bookable, routine appointments we would encourage you to re-register by the end of August to ensure good continuity of care.

## **7. What will this mean for staff at the practice? Will I still see my existing GP?**

We are working with the practices in the surrounding area to ensure staff are supported to find opportunities within other neighbouring practices and for opportunities across the wider NHS system.

## **8. What will happen to my patient record?**

Your patient record will transfer to your new practice once you have registered.

## **9. How can I find out more?**

There will be updates on the practice website, and we will be regularly updating our FAQs.

We are also holding drop-in sessions to support patients with any queries. Further details will be available in your practice and on the practice website.

Alternatively, you can call the CCG's Customer Services on 0800 073 0907, email [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net) or write to Customer Services, NHS Bristol, South Gloucestershire and North Somerset Clinical Commissioning Group, South Plaza, Marlborough Street, Bristol, BS1 3NX.