

Patient Question and Answer Sheet – Lewes Road Surgery

1. Why does Lewes Road Surgery have to close?

Following discussions with Dr Shah shortly before Christmas, we accepted his request to end his contract to provide GP services at Lewes Road Surgery. Dr Shah has also stepped down from his role as a GP with immediate effect.

We need to have alternative arrangements in place for your care by 31 January 2017, when the surgery will have to close. This is because there is no longer a permanent GP in place to oversee the day-to-day running of surgery.

2. Why do I have to register with a new GP practice?

To ensure you will be able to continue to see a doctor when you need to, we will need to support you to register with another local GP practice.

We appreciate this is a difficult situation, but as there is no longer a permanent GP in place to oversee the day-to-day running of Lewes Road Surgery we cannot guarantee you will be able to receive the care you need and the surgery will have to close on 31 January 2017. The surgery has been using locum GPs to provide some appointments over recent weeks, but this is not a situation that is sustainable. We have to make sure there are secure, alternative arrangements in place for your long-term care by the time the surgery closes.

3. Why can't NHS England just employ new doctors to work at the surgery?

As a commissioner of GP services, NHS England is not legally permitted to directly employ GPs and other clinical staff to deliver patient care. NHS England holds contracts with GPs and other healthcare providers to deliver care at GP practices. GP practices are then responsible for employing GPs and other staff who can meet the needs of their patients.

4. Which other local GP practices can I register with?

The four GP practices listed over the page have confirmed that they each have space to register a number of new patients at the current time.

Contact details for surrounding GP practices	Information about registering with this GP practice	Postcodes each GP practice boundary covers
<p>St Peter's Medical Centre 30-36 Oxford Street, Brighton, BN1 4LA www.stpetersmedicalcentre.co.uk Tel: 01273 606006</p>	<p>St Peter's Medical Centre is holding an open patient registration session on Saturday 11 February 2017, between 9 am and 1 pm and patients can come along at any time to complete the registration forms and questionnaires. There is no need to bring personal identification, but patients are asked to bring a copy of this letter with them when requesting to register at this practice. It is also important that you bring with you details of any repeat medication you are regularly taking. If you are unable to find these details, please call into Lewes Road Surgery to obtain these details beforehand.</p>	<p>Please note that the practice's boundary does not cover the BN3 area. It extends to Peacock Lane and Surrenden Road to the north (and also extends north to include Ditchling Road up to the junction with Carden Avenue). To the east, our area includes Moulsecoomb, parts of Bevendean south of The Avenue, and east Brighton as far as Wilson Avenue. Please note: Coldean, Falmer, Patcham, Woodingdean and parts of Bevendean are not within our area. Further details of our practice area are available from reception</p>
<p>Park Crescent Health Centre 1 Lewes Road, Brighton, BN2 3HP www.parkcrescenthealthcentre.nhs.uk Tel: 01273 523623</p>	<p>Patients asking to register at Park Crescent Health Centre will not need personal identification, but the practice requests they bring a copy of this letter with them when applying to register.</p>	<p>The practice covers the following areas: Central Brighton, Hollingdean, Kemptown, Whitehawk, Moulsecoomb, Woodingdean.</p>
<p>Pavilion Surgery 2-3 Old Steine, Brighton, BN1 1EJ www.pavilionsurgery.co.uk Tel: 01273 685588</p>	<p>Patients asking to register at Pavilion Surgery are requested to bring a copy of this letter with them and photo identification. It is also important that you bring with you details of any repeat medication you are regularly taking. If you are unable to find these details, please call into Lewes Road Surgery to obtain these details beforehand.</p>	<p>The Brighton area</p>

<p>Ship Street Surgery 65-67 Ship Street, Brighton, BN1 1AE www.shipstreetsurgery.co.uk 01273 778622</p>	<p>Patients are requested to bring this letter with them, or some personal identification when requesting to register with this GP practice. It is important patients also bring details of any repeat medication they are regularly taking. If you are unable to find these details, please call into Lewes Road Surgery to obtain these details beforehand.</p>	<p>This practice's boundary covers areas with postcodes that start with the following characters:</p> <p>BN1 (the fourth postcode digit must then be 1, 2, 3, 4, 5, or 6)</p> <p>BN2 (the fourth postcode digit must then be 0, 1 or 2)</p> <p>BN3 (the fourth postcode digit must then be 1, 2, 3, or 4).</p>
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There are also a number of other GP practices in Brighton and Hove with open patient lists and you can find details of the GP practices closest to where you live on the NHS Choices website at www.nhs.uk. You can also call us on 01293 729298, or email england.primarycare.southeast@nhs.net if you need any help finding a new GP practice.

Please note that Ardingly Court Practice and The Broadway Surgery, which both run GP surgeries in Wellsbourne Health Centre in Whitehawk, have said that they are unable to register any new patients at the current time.

Please be assured that there is enough space across all the GP practices in Brighton and Hove to ensure that all Lewes Road Surgery patients will be able to register with a new local GP practice.

We are working with other local GP practices to make sure all Lewes Road Surgery patients are able to register with a new GP practice.

5. How do I register with a new GP practice?

In order to register with a new practice you will need to complete the registration form GMS1 and return this to reception staff at your chosen GP practice. The GMS1 form will be available on request from the GP practice of your choice and is also online at www.nhs.uk/service directories/Documents/GMS1.pdf.

You may also be asked to provide some identification when registering with a new GP practice, so it may be helpful for you to bring this with you when approaching the practice of your choice. The new GP practice of your choice will also need to just check that you live within their practice boundary before you can register with them.

If you have any difficulty registering with a new GP practice, or your request to register with a new GP practice is declined by them, please contact us on 01293 729298 so we can help you with this.

6. What if I don't have a chance to register at another practice before 31 January?

If for any reason you can't register with a new GP practice before Lewes Road Surgery closes on 31 January 2017, Brighton Station Health Centre provides a walk-in appointment service for non-registered patients (from 8am to 8pm seven days a week). Brighton Station Health Centre is located at:

Brighton Station Health Centre
Aspect House
84-87 Queens Road
Brighton, BN1 3XE
Tel: 0333 321 0946

Please note that Brighton Station Health Centre will not be able to access your health records, which are held by your GP practice, but they can help patients with minor illnesses and injuries that need immediate attention.

There are various bus stops close to Brighton Station and details of these are available online via this website www.bustimes.org.uk/localities/E0057155

If you urgently need medical help or advice, but it's not a life-threatening situation, you can also call the NHS 111 service by dialling 111. If you need urgent GP care outside of usual working hours then the 111 service can also put you in touch with GP out of hours service in Brighton and Hove, which can provide you with an appointment with a GP or a home visit, as clinically necessary.

Local pharmacies can also provide help with minor ailments.

We would, however, urge you to register with a new GP practice as soon as possible, to make sure you can continue to use the full range of GP services. This includes making sure you receive any routine screening tests and vaccinations you need.

7. What if I need an urgent repeat prescription?

If you need a repeat prescription before you register with a new GP practice, please make sure you put in a repeat prescription request to Lewes Road Surgery by 25 January, in order to make sure this is processed in time.

We would urge any patients who rely on regular medication to register with a new GP practice as soon as possible, to make sure you can continue to get any medication you need. You will be able to submit a repeat prescription request to your new GP practice as soon as you have registered with them.

Once you have registered with a new GP practice, they may ask you to book an appointment so that they can review your medication and your general health as a new patient. This is usual for a patient registering with a new GP practice.

8. What will happen to my medical records?

When you register with a new GP practice your health records from Lewes Road Surgery will transfer to your new GP practice. NHS England will be working with staff from Lewes Road surgery to ensure this happens smoothly.

If, for any reason you are unable to register with a new GP practice before Lewes Road Surgery closes on 31 January, your medical records will be retained securely by the NHS until you register with a new GP practice. They will then be sent on to your new GP practice.

If you are currently receiving care at a hospital it is important to confirm details of your new GP practice to the hospital so that they keep your new GP informed about your care. Please do this at the earliest opportunity.

9. How are you supporting patients who need help finding a new practice?

We are working with staff from Lewes Road Surgery to identify and offer support to those patients who might need additional help registering with a new GP.

If you need any help registering with a new practice please contact NHS England on 01293 729298 or at england.primarycare.southeast@nhs.net.

10. Won't I have to wait longer for an appointment if I register with a new GP practice, as they are already needing to care for their existing patients?

Local GP practices which register patients from Lewes Road Surgery will receive additional funding for each new patient they register, so that they can make sure they are able to provide appointments for both their new and existing patients.

11. I rely on home visits – will I continue to get these?

We expect all local GP practices to provide home visits to any housebound patients as appropriate. If you have any concerns about this in regards to your care, you will be able to check this with your new GP practice.

12. I am awaiting some test results to come to Lewes Road Surgery, what should I do?

Locum GPs have been working at Lewes Road Surgery to make sure any patient test results coming into the surgery have been managed appropriately.

Any test results sent to Lewes Road Surgery, after the surgery closes for patient appointments on 31 January 2017, will continue to be processed as part of the close-down of the practice.

If Lewes Road Surgery receives a report or test result back for you which shows the need for any immediate medical action, then action will be taken to ensure you/your new GP practice are contacted about this, as appropriate.

Any normal test results which do not require any action will be retained with your medical records, which will be forwarded to your new GP practice once you register with them.

If you have any concerns about an urgent test result you are awaiting after 31 January 2017, please speak to your new GP practice as soon as possible, or contact us on 01293 729298 or at england.primarycare.southeast@nhs.net

13. I am awaiting a referral letter from a GP that I had been expecting, so that I could be referred to another health service for treatment. What will happen to this?

Locum GPs have been working with Lewes Road Surgery over recent weeks to make sure any patient referrals are followed up as necessary. If you have any immediate queries about your individual care and a planned referral following the closure of Lewes Road Surgery on 31 January, please speak to your new GP practice as soon as possible, or contact us on 01293 729298 or at england.primarycare.southeast@nhs.net

14. I have another query, who can I contact?

If you have any queries at the immediate time, you can contact us on 01293 729298 or at england.primarycare.southeast@nhs.net.