

Information for patients who were registered at Willows Medical Practice

1. Why did Willows Medical Centre have to temporarily close?

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.

The CQC inspected Willows Medical Centre and found that the practice was not providing an acceptable level of service to patients and meeting these standards.

The CQC took action to temporarily remove Willow Medical Centre's registration as a provider of GP services.

This means that Willows Medical Centre cannot currently provide clinical care to patients with immediate effect.

Nottingham North and East Clinical Commissioning Group's priority is to make sure patients have ongoing access to local GP services. We have written to all patients who are registered at the Willows with details about how to book an appointment with a GP or nurse at a nearby practice. See the information below.

2. How can I now access GP services if I need either a routine or an urgent appointment with a GP or a nurse?

From Monday 13 June, patients that need an appointment with a GP or practice nurse, or a repeat prescription, can contact one of the following neighbouring practices:

Peacock Healthcare

428 Carlton Hill

Carlton

Nottingham

NG4 1HQ

Tel: 0115 958 0415

Park House Medical Centre

61 Burton Road

Carlton

Nottingham

NG4 3DQ

Tel: 0115 940 4333

Netherfield Medical Centre

2a Forester Street
Netherfield
Nottingham, NG4 2NJ
Tel: 0115 961 4583

Westdale Lane Surgery

20-22 Westdale Lane
Gedling
Nottingham, NG4 3JA
Tel: 0115 961 3968 (2 lines)

If patients do use one of the above practices during the Willows' suspension period they will be **temporarily** registered with that practice for the duration of the Willows' closure.

3. I need to speak to a doctor with a general enquiry, what can I do?

You can call one of the practices listed above.

4. I need a home visit what should I do?

You can call one of the practices listed above.

5. I need to see a district nurse/health visitor/other health professional what should I do?

You can call one of the practices listed above.

6. I need a repeat prescription – what should I do?

Take your counterfoil (the white section) to one of the practices above. They will temporarily register you and issue you with a prescription (please note that practices usually ask patients to give them 48 hours to process repeat prescription requests). If you don't have the counterfoil then you need to take the details of your medication with you. If it's urgent let the practice know.

7. I had hospital/other test results that were due to go to Willows Medical Centre. What has happened to them?

All hospital reports and patient test results coming in to Willows Medical Centre will be passed to a clinician to be reviewed. Reports and test results will be added to the GP system.

Please be assured that you will be contacted if your test result requires any action. This includes any test results that have been received at the Willows Medical Centre since the CQC took action.

Any new test results and hospital results for patients sent to Willows will be re-directed to the practice you temporarily register with, the new provider of your care, and actioned as appropriate.

8. Do I need to register with a new GP practice?

No. You can now receive your medical care from the practice you temporarily register with, who is ready to welcome you as a patient. However if wish to register with another local GP practice you can find details of other local GP surgeries on the NHS Choices website at www.nhs.uk.

9. What will happen to my medical records?

If you register as a temporary patient at one of the above practices, then your patient records will be made available to doctors and nurses in your new temporary practice in order to support your ongoing care.

10. I have to wait longer for an appointment at my temporary practice given they have existing patients to treat?

No. The contract we have with the three available practices means we have provided them with resources they need to ensure you receive good quality care, as well as making sure their existing patients continue to receive care to the same standard.

11. I would like to complain – what can I do?

You can submit a complaint to NHS England by writing to:

NHS England
PO Box 16738
Redditch
B97 9PT

Email: england.contactus@nhs.net Please state: 'For the attention of the complaints team' in the subject line.

Telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).

For further information: www.england.nhs.uk/contact-us/complaint/

12. Will Willows Medical Centre be reopening?

At present we can't say for certain but we will keep you informed over the coming weeks.

13. I have a question that isn't covered by the information above. What should I do?



***Nottingham North and East
Clinical Commissioning Group***

If you have any queries related to your individual healthcare you can contact your temporary practice on the telephone number above. For any general enquiries you can call the Arnold-based Patient Experience Team on 0800 028 3693 (Option 2) or pet@nottinghamnortheastccg.nhs.uk.