

## **Patient focused Q&A for helpline and web-site**

**The CCG have set up a Helpline that can be accessed by calling 0115 883 1814. Also, your question may be addressed in the answers provided below.**

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

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

The Care Quality Commission took action to suspend Willows Medical Centre's registration as a provider of GP services and the practice has been closed until further notice.

Nottingham North and East Clinical Commissioning Group's priority has been to make sure patients have ongoing access to local GP services and the majority of patients have registered at a neighbouring practice. We are contacting those who are over 75 and under 5 who have not registered with another practice. Patients who have not already registered at a neighbouring practice are encouraged to do so.

### **2. When will the Practice re-open.**

The suspension is currently in place until 6 September 2016. However, the suspension will not be lifted and no further decision will be made until after a re-inspection by The Care Quality Commission. On the 24 August NHS England accepted a resignation from Dr Nyatsuro on his GP contract. Working with our partners, our aim now is to consider all options available to ensure that we have the right level of primary care health services needed to provide safe, high quality care for all patients in this location.

### **3. After hearing about/reading the report/talking to my neighbour, I am concerned about the care I received at the Willows, what should I do?**

In response to the concerns raised by the Care Quality Commission, the CCG has undertaken a review of a number of consultations potentially affected. With the exception of just a small number of cases (where the review is either not yet complete or we have been unable to contact the patient) most patients who may have been affected have been contacted to ensure that their ongoing care needs are being met. If you think you may be one of the affected patients you can contact our Helpline on 0115 883 1814 to give us your details (name/ dob/ address/ date/s of consultations if known). With your consent we can check our records to see if your case has already been reviewed and if

not arrange for a review to take place if appropriate. We can then get back to you with an update and if required arrange for any follow-up that may be necessary. If you are not already registered with an alternative practice please do so as soon as possible so that if any follow-up is required this will not be delayed.

If you have a clinical concern that needs treating and have registered at another GP practice, you should make an appointment to see a GP. If you have not registered at a GP practice and have a clinical concern that needs treating then you should register at a local practice and they will then be able to access your records.

If you are concerned about an incident/experience that you had at the Willows Medical Centre call our Help Line on 0115 883 1814 .

**4. I haven't been recalled, what should I do?**

GP practices have been in contact with most patients by telephone who required a re-assessment of their symptoms. If you have not been contacted and are concerned please contact the Helpline on 0115 883 1814.

**5. If I am still registered at the Willows Medical Centre, how can I access GP services if I need either a routine or an urgent appointment with a GP or a nurse?**

Patients who have not already registered at one of the other local practices can do so at any time. Please visit NHS Choices <http://www.nhs.uk/Service-Search/GP/LocationSearch/4> or contact the Help Line for more information on local practices.

**6. I need a home visit what should I do?**

If you have registered at another practice, please continue to contact that practice. If you haven't registered, please contact one of the local practices in the area. Please see question 5 in relation to how to find a practice.

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

If you have registered at another practice, please continue to contact that practice. If you haven't registered, please contact one of the local practices in the area. Please see question 5 in relation to how to find a practice.

**8. I need a repeat prescription – what should I do?**

If you have registered at another practice, please contact that practice as they will have your medication record. If you haven't registered, please register with one of the practices above. If it's urgent let the practice know. Please note that practices usually ask patients to allow 48 hours to process repeat prescription requests.

**9. 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 have been passed to a clinician to be reviewed and all patients have been contacted if their test results required action. Also, if you have registered at another practice the test results will have been re-directed to them.

If you have any concerns on test results and have already registered at another practice, please contact the practice directly. If you have concerns on test results and haven't yet registered at another practice please contact the helpline on 0115 883 1814.

**10. What has happened to my medical records?**

If you have registered at another practice then your electronic record will be accessible within 48 hours to doctors and nurses at that practice. If you haven't registered at another practice your records are held under Willows Medical Centre and will be transferred when you do register.

**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](mailto: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/](http://www.england.nhs.uk/contact-us/complaint/)

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

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 Help Line or Arnold-based Patient Experience Team on 0115 883 1814 or [pet@nottinghamnortheastccg.nhs.uk](mailto:pet@nottinghamnortheastccg.nhs.uk).