

Frequently Asked Questions

Will my GP surgery close?

No, there are **no** plans to close the surgery.

NHS England (Cheshire and Merseyside) is committed to the continued delivery of high quality care for all patients registered at the surgery.

NHS England (Cheshire and Merseyside) will arrange for a new provider to ensure that you and all patients can continue to access high quality primary care services at your local GP practice.

Will the location of my surgery change?

No, the services will continue to be delivered from Princeway

Will I need a new GP?

Not unless you want one. Your GP practice is not closing down. NHS England (Cheshire and Merseyside) are simply looking for a new provider to ensure that you can continue to access high quality primary care services at your local GP practice.

What will happen to the staff?

There will be no change to the staff employed at Frodsham Medical Practice as NHS England will ensure their rights under TUPE legislation will be honoured. All employed staff, which includes some doctors and the nurses, would transfer to the new provider under employment law called Transfer of Undertakings Protection of Employment or TUPE as it is often called.

Will the new provider know about patient medicines or treatment?

The GPs and clinical team will have access to the full medical records so that they can use them as part of the consultation. This would include information on previous treatments, any on-going treatments and all the medicines that patients take.

Will my GP remain the same?

The medical services at the practice will remain the same, however there may be some different GPs in the practice.

Will appointment times and dates be the same?

Yes – there is no reason for these to change as a result of the change in contract holders.

Would opening hours and services remain the same?

Yes, however, we will be trying to ensure that services can be improved where possible to meet patient needs.

Can patients ask to be registered at another practice?

Patients do not need to register at a different Practice, however, if they would like to register at a different GP practice, there are a number of alternatives in the area.

You would need to contact one of your other local practices and ask if you can register with them. The new practice will let you know what you need to do to register with them. For a list of local practices just put your postcode into the 'Services Near You' box at www.nhs.uk or call NHS England on 0300 311 22 33.

What about patients waiting for the results of tests - where will test results be sent now? I am worried they are going to be lost.

There will be no change with matters like this. Normal procedures are still in place and your test results will come to the practice as they would normally do.

Is all this just about cut backs to NHS Services?

No. Frodsham Medical Practice is not closing down.

NHS England (Cheshire and Merseyside) are simply looking for a new provider to ensure that you can continue to access high quality primary care services at your local GP practice.

What if someone wants to complain?

Please contact NHS England on 0300 311 22 33, email england.contactus@nhs.net or visit the website – www.england.nhs.uk – to find out more about the complaints process.