

CHARTERHOUSE SURGERY CLOSURE FREQUENTLY ASKED QUESTIONS

Q. Why can't Charterhouse Surgery remain open?

- A. McLaren Perry Ltd, who have been providing primary care services since February 2018 at Charterhouse Surgery, have had difficulties recruiting doctors, nurses and other staff. There is also a lack of availability of the premises in the long term.

This decision was made after careful consideration at the Bromley Primary Care Commissioning Committee in July 2019; the paper is publicly available at:
<https://www.bromleyccg.nhs.uk/pccc-thursday-25th-july-2019.htm>

Q. When will the surgery close?

- A. Monday 30th September 2019

Q. Is there a possibility that Charterhouse Surgery will remain open after 30th September?

- A. No, the surgery will close and patients will not be able to access primary care services from this site.

Q. Will my GP remain the same?

- A. Patients have a choice to be able to register with any practice that covers their home address within their catchment area, and that is accepting new patients. Your full medical records will transfer when you change practices to ensure continuity of care.

Q. Will opening hours and services remain the same wherever I register?

- A. All Bromley GP practices are open from 8am-6:30pm Monday to Friday and have access to book into extended access hubs at Beckenham, central Bromley and Orpington. This ensures that all patients registered with a Bromley practice have access to GP appointments 7 days a week, from 8am to 8pm. Some practices also open for extended hours outside their normal opening core hours of 8am-6:30pm.

Q. Where will outstanding test results be sent once Charterhouse Surgery closes?

- A. All results will go to your new GP practice.

Q. Can I register at any practice in the area?

- A. Patients can use www.nhs.uk (formerly NHS Choices) to seek information about local practices and can register at any practice if they are within the practices' catchment area and the practice is accepting new patients. Bromley CCG has identified five neighbouring practices near to Charterhouse Surgery who have capacity to take on new patients.

Q. Will I automatically be transferred to another local practice?

- A. No, patients will have to register at another practice themselves. The registration process will be stipulated by each practice.

Q. Will we get the opportunity to ask questions about the closure and raise any concerns?

A. Yes; two patient engagement sessions have been arranged to give patients the opportunity to ask questions, share views and raise any concerns. These sessions will take place as follows:

- Friday, 13th September from 12.30pm to 1.30pm at the Orpington Village Hall, 311 High St, Orpington BR6 0NN
- Monday, 16th September from 18.00pm to 19.00pm at the Orpington Village Hall, 311 High St, Orpington BR6 0NN

Q. What will happen to the staff at Charterhouse Surgery?

A. Bromley CCG will be ensuring staff at Charterhouse Surgery have access to details of job vacancies within the Bromley CCG area, to help retain knowledge and skills locally. Staff who are eligible will receive redundancy payments.

Q. What if I don't want to move to another surgery?

A. The practice will close on 30th September 2019. Staff at the practice will help you to register with another practice if you need their support or you can contact Bromley CCG on 020 3930 0100 or broccg.contactus@nhs.net
Please note that if you do not register with another surgery, you are at risk of being excluded from national screening programmes such as cervical screening, bowel screening, breast screening, childhood immunisations and seasonal flu

Q. What do patients have to do about their repeat medications when they move?

A. As a new patient, your new practice will need to review your repeat prescriptions. This may lead to a change in prescriptions in some cases based on the clinical judgement of the doctors, nurses or pharmacists at the new practice. We advise you to ensure you have enough medications before you move practices for two weeks, in case there is a delay with getting an appointment and prescription at your new practice, bearing in mind that many people are going to be re-registering as patients with new practices at the same time.

Q. Can you assure me that another surgery I choose will provide a good service?

A. Patients are encouraged to use www.nhs.uk (formerly NHS Choices) to review the performance of their chosen GP practice before registering. All of the practices within 1.2 miles of Charterhouse Surgery are rated as "Good" by the Care Quality Commission (CQC).

Q. Will my new practice have all my medical records once Charterhouse Surgery closes?

A. Yes; your records will transfer when you register at a new practice within two-three days.

Q. Do the other local GP practices have enough space for us all?

A. Yes; a capacity assessment has been undertaken with the nearest GP practices, and the letter confirms which practices have the capacity to register new patients.

Q. How will I make appointments at my new practice?

A. All practices in Bromley offer online appointment booking as well as on site and telephone appointment booking.

Q. Will my new practice provide home visits if required?

A. Practices will provide home visits to housebound and very unwell patients that live within their catchment area if a clinician assess that a home visit is required.

Q. Do I have to wait until Charterhouse Surgery closes before moving to another surgery?

A. No; patients are free to register at another practice at any time, where they live within their catchment area and the practice has capacity.

Q. How do I register at another practice?

A. Each practice operates their own registration process. You should either contact them directly or go to their website for more information.

Q. What practices can I move to?

A. Patients can move to any practice whose catchment area they live within and who are accepting new patients. Bromley CCG have confirmed that the following practices have capacity to take on additional patients:

- Knoll Medical Practice (currently located at 64 Sevenoaks Road but relocating to Orpington Health and Wellbeing Centre, 19 Homefield Rise, BR6 0RT during Autumn 2019)
- Highland Medical Practice – Tubbenden Lane branch (currently no wheelchair access)
- Gillmans Road Surgery
- Chelsfield Surgery
- Bank House Surgery