

## Patient Question and Answers

### What does this mean for me?

This means that your GP care will move over to Ariel Healthcare on **Monday 27 February**.

**There is no action you need to take. Your patient record will be securely sent to your new practice.**

### How has it been decided which GP practice I will be transferred to?

To support the safe transfer of patient records all patients will be transferred to Ariel Healthcare. This is the closest GP practice for most patients registered at Springmead Surgery. Please see the below question regarding patient choice of GP Practice.

### What if I am not happy to be transferred to Ariel?

After a 4-week period you can choose to register with another GP practice that is accepting new patient registrations in the area you live. To avoid any delays or difficulties with the transfer of your care, we ask that you wait four weeks until you do this.

You have a choice about which GP practice you are registered with. Details of how to register with a GP practice can be found on the NHS Choices website:

[www.nhs.uk/service-search/find-a-gp](http://www.nhs.uk/service-search/find-a-gp)

We would ask that you do not try to re-register for four weeks after you have been transferred to Ariel Healthcare to allow for the safe transfer of your patient records across all systems.

### What do I do? I need to book a GP appointment now.

If you need to book a routine GP appointment, please contact Springmead Surgery up until 24 February.

If you need urgent medical help or advice but it is not a life-threatening situation you can also call the NHS 111 service by dialling 111. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You can also access 111 online at [111.nhs.uk](http://111.nhs.uk)

For immediate, life-threatening emergencies, you should call 999.

### I have an appointment booked at Springmead Surgery. Do I need to rebook it at Ariel Healthcare?

If your appointment is before Friday 24 February, please keep your appointment as planned.

If you have a pre-planned appointment at Springmead after 24 February, Ariel Healthcare will have access to this information and will contact you to rebook this with their team. Please do not cancel your appointment, as Ariel will use the information from this booking to know the type of appointment you need and that they need to contact you.

### What happens if I need to order a prescription?

You can still order your prescriptions with Springmead until **Friday 24 February**.

All of your information about regular repeat prescriptions will be transferred with your medical records to Ariel Healthcare.

However, if you use the NHS app, Patient Access or another online third party provider for ordering prescriptions - please see the next answer.

**I order my prescription/ access my test results/ see my appointments or my medical record via the NHS App or Patient Access. Will it still work after I move practice?**

Due to system limitations during the medical record transfer, all online patient facing services will be temporarily deactivated **from Monday 20 February**.

Dependent on your access, this will mean that you will not be able to book appointments, request repeat prescriptions, view test results, and/or view your medical record. We understand that having online access to your medical record is important. Please be assured Ariel Healthcare will be in contact after the transfer to ensure that your online account is back up and running as soon as possible.

You'll still be able to hand in a paper repeat prescription request at Springmead Surgery **until Friday 24 February** and at Ariel Healthcare from **Monday 27 February** until your online access has been restored. A paper request is submitted by completing a form at reception. Ariel Healthcare also offer various other ways to order your prescription. More information is at [www.arielhealthcare.nhs.uk/services/activity/order-a-repeat-prescription](http://www.arielhealthcare.nhs.uk/services/activity/order-a-repeat-prescription)

**I have been referred to hospital. Will I need to be referred again by my new practice?**

No. The hospital will communicate with you directly about your appointment. When you next go to hospital you should let them know who your new GP practice is.

**I have questions about my individual care, who can I contact?**

You should contact your new GP practice, Ariel Healthcare after Monday 27 February.

**Will I still be able to access home visits if needed?**

Yes, home visits will continue to be undertaken by Ariel Healthcare after you transfer, dependent on your need.

**I have some questions about the transfer process, who can I contact?**

If you have any queries regarding the transfer of your healthcare, we would ask you not to contact Springmead Surgery or Ariel Healthcare directly to allow staff to focus on the smooth transition of your care.

Instead, if you have any questions or concerns regarding this change, please contact the NHS Somerset patient helpline on **0300 303 6409** or email: [somicb.providehelpline@nhs.net](mailto:somicb.providehelpline@nhs.net)

The line is open between 10am and 6pm, Monday to Friday, or you can leave a voicemail message with your contact details, and someone will respond.

**If you would like to make a complaint please contact:**

NHS Somerset Integrated Care Board,  
Freepost RRKL-XKSC-ACSG,  
Yeovil, Somerset,  
BA22 8HR

Telephone: 08000 851067  
Email: [somicb.pals@nhs.net](mailto:somicb.pals@nhs.net)