

## **Victoria Park Medical Centre: reduced service from Monday 2 August**

### **Patient Q&A**

#### **I am a registered patient at Victoria Park Medical Centre what do I need to do?**

At present, patients do not need to take any action. If this changes we will update patients and provide details of any steps you need to take.

#### **I have a GP appointment this week, will it be cancelled?**

Patients who have GP appointments which will be impacted by the temporarily reduced service will be contacted by the surgery directly. An alternative appointment will be arranged when required.

#### **I have an appointment with a nurse practitioner, will this be cancelled?**

Nurse practitioner appointments will continue as planned. If for any reason your appointment needs to alter the surgery will contact you directly.

#### **I need an urgent same day GP appointment, what do I do?**

If you need an urgent same day appointment you can continue to contact the surgery in the usual way. Patients will be triaged by the surgery and arrangements will be made for care to take place at the most appropriate alternative practice or healthcare setting as required.

If you need urgent medical help or advice but it's 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.

#### **Can I still book a routine GP appointment?**

Patients requiring long term follow up will be triaged by the surgery and patients will be directed to an alternative practice for ongoing care where needed.

#### **Can I still contact the surgery for test results?**

Yes, please contact the surgery in the usual way.

### **Can I still use the practice's online services?**

The online prescription service will be functioning as usual.

Other online services will not be available whilst we are running a reduced service.

### **I have complex ongoing healthcare needs, how will I continue to access the support I need?**

Individual patients who have complex high-risk ongoing medical care needs may be contacted by the practice to make arrangements for their ongoing care needs.

### **When will the surgery go back to operating normally?**

We don't know the answer to this yet. Please be assured that Somerset CCG is working with the practice, local practices and NHS England and Improvement to review the options to ensure we can continue to provide safe ongoing local access to GP services.

### **I have more questions about the future of the practice, who can I contact?**

To allow staff to focus on contacting patients who have appointments booked or require urgent care, we would ask you not to contact the surgery directly if you have any queries regarding the temporarily reduced service. If you have any questions regarding the future provision of services at the practice please contact the CCG's Patient Advice and Liaison Service (PALS) on 0800 085 1067 or email [somccg.pals@nhs.net](mailto:somccg.pals@nhs.net)