

## Frequently Asked Questions about Daneshouse Medical Practice

### Important information for patients of Daneshouse Medical Practice, St Peters Centre, Burnley

We appreciate that you may have some further questions. Please see below some questions and answers that we think will help.

#### **Q: Why am I being allocated to another GP practice?**

**A:** Unfortunately, the Daneshouse Medical Practice has seen a steady decline in patient numbers over the last year, and because of this it is no longer possible to continue providing GP services to such small numbers. The practice will therefore close on the 30 September 2019.

Everyone should be registered with a GP practice. To ensure that this happens we have worked with neighbouring Burnley GP practices who have agreed to receive patients in a careful, managed way so that everyone can continue to receive GP services.

As part of this, you have been allocated to a neighbouring GP practice to ensure you have continuity of care. You do not have to do anything as you will be registered automatically with the GP Practice you have been allocated to.

#### **Q: I need to get an urgent appointment to see a GP – what should I do?**

**A:** If you need an appointment or need a repeat prescription you can contact Daneshouse Practice on 01282 731600 until the practice closes on **30 September 2019.**

After this date, please contact the practice you have been allocated to. The details of the practice you have been allocated to are included in the letter you recently received.

#### **Q: I'm worried that any new GP will not know about my medical history or the medication I need to take.**

**A:** Once you are registered with a new GP, your medical records will be transferred safely and securely to the new GP practice. These records should contain all the information about any treatment you are having at the moment. If you need an appointment, you will need to contact your new GP practice so that this can be scheduled for you.

#### **Q: Will this mean that I need to wait longer for an appointment in future?**

**A:** No – you are still entitled to see an appropriately qualified and skilled health care professional whenever you need to.

#### **Q: I am waiting for the results of tests ... where will they be sent now? I am worried they are going to be lost.**

**A:** The normal procedures are still in place. If your test results arrive before you move to a new GP practice i.e. 30 September 2019, they will come to your existing practice as they normally do. If they are ready after you move to a new GP practice, they will be forwarded on to the new practice.

#### **Q: What if my repeat medication is due during this period?**

**A:** If you have repeat prescriptions, we suggest you order enough in advance. Daneshouse practice will be reviewing prescriptions and ensure that everyone has enough medication in readiness for the transfer.

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### Q. I'm concerned about this who can I speak to?

**A:** In the first instance, if you have any other concerns, questions or need some support please contact the Customer Care Team: Freephone: 0800 032 2424

Email: [mlcsu.customercarelancashire@nhs.net](mailto:mlcsu.customercarelancashire@nhs.net)

For Bengali speakers, please contact Nazma Islam-Khan on 01254 392974

For Urdu and Punjabi speakers, please contact Rashda Iqbal on : 01254 644627

### Q: Can I choose which GP I want to register with?

**A:** Yes – everyone has the right to be registered with a GP of their choice. You will need to be within the catchment area of the GP practice. We have supplied you with a list of the GP practices in your local area.

### Q: How do I register with another Practice?

**A:** First you will need to decide which local GP practice you would like to register with.

There are a number of ways of finding out about other GP practices in and around your area including:

- Friends, family, colleagues or neighbours
- The NHS website [www.nhs.uk](http://www.nhs.uk)
- The information shown below

All GP practice lists in the area are open. Once you have decided which GP Practice you would like to register with you must complete a registration form known as a **GMS1**. It is a straightforward and standard form which will ask for the following details:

- Name and address
- Date of birth
- NHS number if you know it (it doesn't matter if you don't)
- The name and address of your previous GP
- Ethnicity (you do not have to state this if you do not want to)
- Your views on organ donation

You can request this form from the GP Practice you want to register with.

Some GP practices will also ask to see proof of your identity, for example photo identity such as your passport or driving licence and proof of your address such as a recent gas bill or council tax bill.

You can register on behalf of a child under 16 years if you have parental responsibility for that child. You can also register someone else if they lack the capacity to do so themselves and if they have granted you lasting power of attorney. Other competent adults aged over 16 years have to sign their own registration form.

NHS England strongly recommends that you do not put yourself at risk by not being registered with a GP practice.

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We have included below GP practices whose catchment area may cover where you live and who are willing to accept and register patients. To find out if you live in the practice boundary of your preferred GP practice, you can call or visit the practice and speak to a member of staff.

### **GP Practices in your area**

#### **Briercliffe Surgery**

Briercliffe Primary Health Care Centre  
Briercliffe Road  
Burnley BB10 2EZ  
Tel: 01282 648052

#### **Burnley Group Practice**

St Peters Centre  
Church Street  
Burnley BB11 2DL  
Tel: 01282 644222

#### **Burnley Wood Medical Centre**

50 Parliament Street  
Burnley  
BB11 3HR  
Tel: 01282 731395

#### **Colne Road Surgery**

36 Colne Road  
Burnley BB10 1LG  
Tel: 01282 731490

#### **Prestige Medical Group**

Parkside Surgery,  
Prestige Park,  
Colne Road,  
Burnley, BB11 1PS  
Tel: 01282 731444

#### **Riverside Family Practice**

St Peters Centre,  
Church Street,  
Burnley  
BB11 2DL  
Tel: 01282 644123

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### **Thursby Surgery**

2 Browhead Road

Burnley

BB10 3BF

Tel: 01282 644330

### **Yorkshire Street Medical Centre**

80 Yorkshire Street

Burnley

BB11 3BT

Tel: 01282 731361

Alternatively you can search for other GP practices within your area through the NHS website [www.nhs.uk](http://www.nhs.uk).

You can also contact NHS England Primary Care Support Services on **01772 221444** and ask for the patient services department if you need help to find another GP.