

FREQUENTLY ASKED QUESTIONS



Sunderland

Clinical Commissioning Group

Q: Why has the decision been taken to close the branch site at Pennywell?

A: Monument Surgeries believes all patients deserve equal access to high-quality GP services. Because of the difficulties Monument Surgeries has been having with recruiting and retaining permanent staff at the Pennywell branch site, Monument Surgeries feels it is unable to offer the high quality GP service it wishes to offer and that patients could be much better served in a different way, either by remaining registered and accessing GP services at the other two sites, or registering elsewhere.

Monument Surgeries has confirmed it has the capacity to continue to provide services to Pennywell patients from their sites in Washington if they wish to remain registered. It has also been confirmed that there are enough practices in the Pennywell area that are able to accept new patients.

Q: Do the other practices that may receive new patients know about the decision and will they be supported?

A: Yes, the other practices covering the areas where current patients live will be aware and we are offering to work with those practices most affected by any movement of patients to explore any additional temporary support we can give them.

Q: What about vulnerable patients who may struggle to manage a change of practice?

A: The GPs at Monument Surgeries have been asked to identify those patients who, due to their clinical conditions, may be more vulnerable than others. Monument Surgeries has been asked to support those patients who wish to register elsewhere to register with another practice. We will also be writing again to patients to remind them to register with a new practice if they wish to before 31 May 2022. If there are vulnerable patients who wish to register elsewhere, who have not done so, we will take steps to register them with an alternative practice automatically to ensure they continue to receive primary medical care services. Those patients still retain the right to register elsewhere should they not be happy with the practice they have been registered with.

Q: Where else can I register if I wish to?

A: A list of GP practices in the area which are currently accepting patients is attached to this letter (below). If you have any difficulty or need assistance, please contact Healthwatch Sunderland on 0191 514 7145, or email healthwatchesunderland@pcp.uk.net

Monument Surgeries will also be offering daily drop-in sessions, Monday to Friday at 10am to 4pm. At these sessions admin staff will be available to support you to complete the necessary forms to register at another practice of your choice if you wish.

You can register with any GP practice whose boundary includes your home address. Details of practice boundaries are on most practice websites and in each individual practice leaflet.

Q: What if I approach a practice and they won't register me?



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A: As a patient, you have a right to register with any GP practice as long as you live within their practice boundary. The practice may, in some circumstances, decline to register you. The reason cannot be based on your medical condition, age, sex, gender or race. The practice will normally accept you as soon as you approach them and you will be required to complete some forms. You may also be asked to make an appointment to see the practice nurse for a health check. The practice will be able to deal with any health needs as soon as they receive your application.

Q: I am ill now and need to see a doctor, can I still go to my practice?

A: Yes. You continue to be registered with Monument Surgeries and can use their service indefinitely but would have to use their other two sites (Washington – Galleries Health Centre, Washington, NE38 7NQ and Barmston – Westerhope Road, Washington, NE38 8J) after 31 May 2022. If you do not wish to use these sites, we would encourage you to register with another GP practice as soon as possible. Please don't leave registration until you need to see a doctor. If you do take longer to decide which practice to register with, all practices are obliged to provide immediately necessary care to patients that live within their practice boundary, but they won't have access to your previous records.

Q: I have ordered my prescription, where do I get this from?

A: You will need to make sure that you collect your prescription by 12:00 noon on 31 May 2022 from Monument Surgeries – Pennywell, Portsmouth Road, Sunderland, SR4 9AS. After that date you would need to pick it up from the Monument Surgeries main site at Galleries Health Centre, Washington, Sunderland, NE38 7NQ.

If you do decide to register elsewhere, please understand that for your new practice to issue your medication they need to get you onto the system which requires time to process. Therefore we advise you to get through the registration process with your new practice before your next supply of medication is due.

Q: If I choose to register at another practice, how will my records get transferred?

A: Your new practice will receive your records from Monument Surgeries via a central system. Your records will then be sent quickly and securely to your new practice to ensure continued care. If you have not registered with a new practice by 31 May 2022, your records will be held centrally in a secure location and when you register your new practice will request your records via this central system from the secure location.

Q: If I choose to register at another practice, will my new practice provide the same services?

A: The main services you receive as a registered patient at a GP practice are also available from other GP practices in the area. However the opening times of the other practices may be different. Please consult the NHS website or contact the practice direct for details of their opening times.

Q: I have been referred to hospital. If I have chosen to register at another practice, will I need to be re-referred by my new practice?

A: If you have been referred to hospital recently by Monument Surgeries you should ensure that you register with a new GP as soon as you are able to do so. The hospital will communicate with you directly regarding your appointment time. When you next attend the hospital you should inform them who your new GP practice is.

Q: I have been to see a specialist at the hospital who was writing to my GP, how will they know who to communicate with?

A: The hospital would write a letter to the GP who referred you. Most correspondence is received electronically and Monument Surgeries will monitor this system to ensure correspondence regarding your care is passed to your new GP practice. Should Monument Surgeries receive hard copy correspondence into Pennywell they will ensure this is passed to your new GP.

Q: I am undergoing treatment. If I have chosen to register at another practice, how will the new practice know about this?

A: Your medical record contains details of your previous and ongoing treatment and this will automatically transfer with your patient record. You will also have the opportunity to discuss any ongoing treatment or other health issues with health care staff at your new GP practice.

Q: I am waiting for results of my blood tests/x-rays, how will I get them?

A: Any test results will be added to your patient record. If you wish to move practices and are undergoing treatment or investigations of any nature, it is advisable for you to register with another practice as soon as possible to ensure continuity of care.

Q: My baby is due his/her injections and is registered at Monument Surgeries, what do I need to do?

A: If you wish to continue using Monument Surgeries you will still be able to arrange appointments for your baby's injections, but you will need to use one of the other two sites (Washington – Galleries Health Centre, Washington, NE38 7NQ and Barmston – Westerhope Road, Washington, NE38 8JF) after 31 May 2022.

If you wish to move practices, you need to ensure your child is registered with a new practice as soon as possible and the practice will be responsible for issuing a letter informing you of your child's injection schedule. If you think your child has missed any injections, please speak to either your Health Visitor, or the staff at your new GP practice. Please note that you may have a new Health Visitor allocated to your family.

Q: I am pregnant; will I still have the same midwife?

A: You may not have the same midwife, however, you could speak to your existing midwife about this letter, and she will advise you.

Q: My fit note (formally known as a sick note) is due, where will I get this from?

A: If you choose to remain registered with Monument Surgeries, you will continue to get your fit notes from Monument Surgeries. As soon as you register with a new GP, any fit notes become the responsibility of your new GP.

Practices in the Local Area

Further details can be found at www.nhs.uk

Practice	Address	Tel No	Distance from Pennywell
South Hylton Surgery	2 Union Street, South Hylton, Sunderland, SR4 0LS	0191 534 1007	1 mile
Springwell Medical Group	Alderman Jack Cohen Health Centre, Springwell Road, Springwell, Sunderland, SR3 4HG	0191 528 2727	1.2 miles
The Broadway Medical Practice	Springwell Health Centre, Springwell Road, Sunderland, SR3 4HG	0191 522 9908	1.2 miles
Happy House Surgery	Durham Road, Sunderland, SR3 4BY	0191 528 2222	1.3 miles
Chester Surgery	215 Chester Road, Sunderland, SR4 7TU	0191 567 3597	1.7 miles
Hylton Medical Group	Pallion Health Centre, Hylton Road, Sunderland, SR4 7XF	0191 625 7340	2 miles
Pallion Family Practice	Pallion Health Centre, Hylton Road, Sunderland, SR4 7XF	0191 567 4673	2 miles
Wearside Medical Practice	Hylton Road, Sunderland, SR4 7XF	0191 568 9510	2 miles
Forge Medical Practice	Pallion Park, Pallion, Sunderland, SR4 6QE	0191 510 9393	2.1 miles
Millfield Medical Group	63-83 Hylton Road, Sunderland, SR4 7AF	0191 567 9179	2.4 miles
Village Surgery	Silksworth Health Centre, Silksworth Road, Sunderland, SR3 2AN	0191 521 2282	2.9 miles
New Silksworth Medical Practice	Silksworth Health Centre, Silksworth Road, Sunderland, SR3 2AN	0191 521 0252	2.9 miles