



# Rowden Surgery

## Primary Care Network

### Shared Administration: Frequently Asked Questions

We always welcome your questions; please contact us if you have anything to ask

#### **What is a “PCN”?**

PCN stands for Primary Care Network and is a way of looking at the ways we work as a group. Our PCN is The Chippenham, Corsham and Box Primary Care Network, or CCB PCN for short.

Our PCN includes Rowden Surgery, Hathaway Surgery, Lodge Surgery, Porch Surgery and Box Surgery. It does not mean all of the practices are the same or that we are mixing, but it means we’re trying to work better together! We are still continuing our own way of working and nothing is changing regarding your doctor.

#### **Does this mean I’m registered with another surgery now?**

Your surgery and your doctor will stay the same. You won’t be seen at another surgery unless it is seen to be in your best interest. You might be seen by a Physiotherapist in another surgery or seen in our “Hot Hub” but you will continue to be registered at Rowden.

#### **What does a PCN do?**

The purpose is to smooth the transitions between other local services. It should make it easier for us to work with other local providers, both for us (the surgery) and for you (the patient).

## **Why?**

We have a few different aims with this type of working.

- We're want to focus our services with the whole of our community in mind
- We want to learn from each other and share the workload of our community
- It helps to keep us "Practice Led" which means we manage ourselves with the help of the higher governing bodies of the NHS (Local Representative Committees and Clinical Commissioning Groups)

## **What does Shared Administration mean?**

Shared Administration means we will be sharing our practice records with the other surgeries within our PCN. This means that clinicians and authorised administrators will be able to access the notes of patients in all of the five practices across our Primary Care Network. This streamlines how we access information and means you could have faster access to a physiotherapist in another practice in our network, or be seen in our special "Hot Hub" where we are reviewing any suspected COVID-19 patients in a separate, clean and safe environment.

## **What if I don't want to?**

You can opt out! It is entirely optional to choose not to take part and we will not making this mandatory for patients at Rowden. Even without sharing your record, the NHS will still be able to provide the care that you need. However, it might mean you miss out on this extra form of streamlined care. If you choose not to take part please contact us on 01249 444434 or [Rowden.Surgery@nhs.net](mailto:Rowden.Surgery@nhs.net)

## **So how secure are my notes?**

Very! We still have very strict rules in place around who can access patient notes and we will still have all of the same data safety rules in place across every surgery. It just means this access will be available for authorised staff working within the other surgeries too.