

Woodford Medical Centre & Field House Medical Group

Practice Merger Frequently Asked Questions (FAQ)

We have included some frequently asked questions below which may answer any queries you have about the merger. Updated information about the merger will be available on the practice websites and at Freshney Green Primary Care Centre.

When are you merging?

1st April 2023

What will the telephone numbers be?

Our main telephone numbers are staying the same. Please continue to use the number you have always used.

When will the surgery be open?

Our sites is open Monday to Friday 8.00am to 6.30pm.

Extended access appointments will remain unchanged

What happens if I need a GP outside normal hours?

There is no change. Please telephone reception on the usual number and a recorded message will tell you what you need to do next.

How do I make an appointment?

Appointments can be booked using one of the following methods:

- Online
- By telephoning our call centre and discussing with care navigator

Will I still be able to see my usual GP and nurse?

Yes. All of the GPs, nurses and healthcare assistants at both practices will still be available after the merger.

Please note that there are also a number of other health care professionals available depending on your health care need. These include paramedic, dietitian, physiotherapist, social prescriber, health and wellbeing coaches and mental health counsellors

I sometimes have appointments with specialist workers (e.g. counsellors, retinal screening, midwives and health visitors). Will I still be able to see them?

Yes. There is no change to booking appointments with these specialist workers.

How do I get in touch with the District Nurses?

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There is no change to how you can contact the District Nurses.

What do I do if I need a home visit?

Home visits are made for those who are too ill to attend the surgery. If a home visit is deemed to be necessary, this will be arranged.

How do I order my repeat prescriptions?

Patients can continue to order repeat prescriptions as they have always done

Please allow 48 working hours for your prescription to be prepared.

How do I collect my prescriptions?

There is no change to how you can collect your prescriptions.

How do I get my results?

There is no change to how you can get your results. Please contact the surgery, but please avoid telephoning for results in the morning as this may block important requests for appointments or visits.

What will happen about my annual reviews?

We will ensure that you receive the annual reviews that you need, and we will send you reminders.

What will happen about baby and childhood immunisations?

We will contact you to remind you when you need to bring your baby or child in for their immunisation injections.

What will happen about my annual flu vaccination?

We will let you know when the flu clinics will be well in advance so that you have plenty of time to arrange an appointment.

Will the Patient Participation Groups (PPG) continue?

Yes the groups will continue, however there will only be one PPG in the future.

How will you keep in touch with patients?

Please continue to visit our websites at www.woodfordmedicalcentre.nhs.uk and www.fieldhousemedicalcentre.nhs.uk for the latest news or visit our Facebook Pages [Field House](#) and [Woodford](#). In time we will be creating a new website, but we will let you know when that happens.

If you have any questions about the merger then please contact our reception team and they will arrange a call back appointment with the Business Manager