



Proposed changes to Sherwell Valley Medical Surgery

Below are some frequently asked questions:

Q. Will I still be able to see my usual doctor or nurse?

A. Dr Veloso is leaving us in August 2016 and his Registrar, Dr Nutt, is also finishing at this time. Otherwise, the doctors remain the same, as do the nursing team. We do have a new Nurse Practitioner called Kirstie Yelland.

Q. Can I see another doctor if I want?

A. We operate an "open-list" system so you can see whichever doctor you want to. We do try and encourage people to remain with the same doctor for the same problem to maintain continuity of care.

Q. Will both surgeries remain open?

A. Due to recruitment problems we are struggling to offer a service now at Sherwell Valley. We are having to plan closures on a monthly basis and it is likely that when Dr Veloso leaves us in August this may worsen and we will have to close Sherwell Valley completely because we would not be able to offer a safe service. There is no definite date for full closure – this will be widely advertised as soon as we know

Q. Will the practice boundaries change?

A. Practice boundaries remain the same.

Q. Will I be removed from the list if I do not attend any of the consultation meetings or respond to the written feedback requests?

A. There is no compulsion to give feedback to any questionnaires. This is purely a voluntary process.

Q. Do I need to do anything as a patient to remain on the list?

A. You will continue to remain on our list and there will be no change unless you request it.

- Q. Will the telephone numbers change?**
- A. Over the course of the coming months we will have more phone lines available at Parkhill to enable us to offer a prompt service to our patients who are phoning. When Sherwell Valley closes the telephone numbers from there are likely to disappear.**
- Q. Will any service currently offered be removed or stopped?**
- A. At this time we will continue to offer all the services we have done up until now.**
- Q. Will any new services be introduced?**
- A. As we have a new Nurse Practitioner starting with us it will offer another option for people to consult. Other than this there are no new services anticipated.**
- Q. Will this affect any treatment or medication I am currently receiving either at the GP practice or any hospital?**
- A. There will be no change in the care that you receive from the practice.**
- Q. Will this affect my referrals to hospital?**
- A. There will be no change in referrals.**
- Q. Will this affect access to other services such as District Nurses, Midwives, Community Matrons, etc?**
- A. All community teams will remain the same.**
- Q. How will my medical records be moved?**
- A. Electronic records are all held centrally, therefore there will be no need to change anything about this. Paper records will be transported to Parkhill for future storage.**
- Q. Will my medical records remain confidential?**
- A. There will be no change in this. Your medical records are entirely confidential.**
- Q. What other advantages are there?**
- A. With the move to one surgery we will be able to offer a complete service with prospects of long term survival of the practice. The recruitment crisis is a national issue but we hope that by planning these changes we can continue to offer a good service to all our patients. We are also talking to other practices in Torquay, and part of this process is to try and ensure the long term survival of good general practice in the area.**