

Information for patients who were registered at Goodwood Medical Court Centre

1. Why did Goodwood Court Surgery have to close?

The Care Quality Commission (CQC) is the independent regulator for all health and social care services in England. Their role is to check that GPs and other healthcare providers deliver safe and good quality care that meets national standards.

The CQC inspected Goodwood Court Medical Centre and found that the practice was not providing an acceptable level of service to patients and meeting these standards.

The CQC took urgent action to remove Goodwood Court Medical Centre's registration as a provider of GP services in order to protect your safety and welfare and that of other patients.

This meant that Goodwood Court Medical Centre could no longer provide clinical care to patients with immediate effect.

NHS England's priority has subsequently been to make sure you have ongoing access to local GP services. We have now finalised arrangements with Charter Medical Centre to ensure you have ongoing access to the full range of GP services.

We have written to all patients who were registered at Goodwood Court Medical Centre with details about how you can now book an appointment with a GP or nurse at Charter Medical Centre. See also the information below about this.

2. How can I now access GP services if I need either a routine or an urgent appointment with a GP or a nurse?

NHS England has agreed a contract with doctors from the Charter Medical Centre to provide care to you and the other patients who were registered at Goodwood Court Medical Centre.

Charter Medical Centre is located just a few minutes walk away from Goodwood Court Surgery at the following address:

Charter Medical Centre
88 Davigdor Road
Hove
East Sussex
BN3 1RF
01273 770555

If you need to book an appointment with a GP or a nurse you can call Charter Medical Centre on 01273 770555.

For further information about the services provided at Charter Medical Centre you can visit the practice's website at <http://www.chartermedicalcentre.co.uk/>

4) I need to speak to a doctor with a general enquiry, what can I do?

You can call the Charter Medical Centre on 01273 770555 for assistance.

5) I need a home visit what should I do?

You can call the Charter Medical Centre on 01273 770555 for assistance.

6) I need to see a district nurse/health visitor/other health professional what should I do?

You can call the Charter Medical Centre on 01273 770555 for assistance.

7) I need a repeat prescription – what should I do?

To arrange a repeat prescription you can send a written request to Charter Medical Centre at the postal address above or drop this in to the surgery. Charter Medical Centre usually asks patients to give them 48 hours to process repeat prescription requests, but please be aware it may take a little longer than usual for new patients.

Please therefore allow sufficient time if you are submitting a repeat prescription request. If you urgently need a repeat prescription please contact Charter Medical Centre on the number above.

8) I put in a repeat prescription request to Goodwood Court Medical Centre but haven't yet received this. Will I still be able to collect this?

NHS England has been working to make sure that any outstanding repeat prescription requests that had already been submitted to Goodwood Court Medical Centre are processed as quickly as possible.

If you previously submitted a repeat prescription request to Goodwood Court Medical Centre then this will be processed and transferred to Charter Medical Centre so that you can collect your repeat prescription from the surgery there instead.

Work is taking place to ensure any outstanding repeat prescription requests are processed as soon as possible, but we appreciate your patience if your prescription is not immediately available for collection from Charter Medical Centre.

If you urgently need a repeat prescription please contact Charter Medical Centre on 01273 770555.

9) I had hospital/other test results that were due to go to Goodwood Court Medical Centre. What has happened to them?

NHS England has been working with clinical staff to make sure all hospital reports and patient test results coming in to Goodwood Court Medical Centre have been managed appropriately following the action taken by the Care Quality Commission (CQC).

Please be assured that you will have been/will be contacted if your test result requires any action. This includes any test results that have been received at Goodwood Court Medical Centre since the CQC took action.

Any new test results and hospital results for patients sent to Goodwood Court Medical Centre will now be automatically re-directed to Charter Medical Centre, the new provider of your care, and actioned as appropriate.

If you have not heard anything about a test result that you were awaiting then please contact Charter Medical Centre on 01273 770555.

10) Do I need to register with a new GP practice?

No. You can now receive your medical care from Charter Medical Centre, who are ready to welcome you as a new patient. However if for any reason you wish to register with another local GP practice you can find details of other local GP surgeries on the NHS Choices website at www.nhs.uk.

11)What will happen to my medical records?

Your patient records will automatically be transferred to Charter Medical Centre in order to support your ongoing care and we are working closely with the practice to ensure your records are transferred as soon as possible.

12) Won't I have to wait longer for an appointment at Charter Medical Centre given they have existing patients to treat?

No. The contract we have put in place will provide Charter Medical Centre with the resources it needs to ensure you receive good quality care, as well as making sure their existing patients continue to receive care to the same standard.

13) I would like to complain – what can I do?

You can submit a complaint to NHS England by writing to:

NHS England
PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net

Please state: 'For the attention of the complaints team' in the subject line.

By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

We will take a note of your complaint and arrange for it to be passed to a case officer.

For further information see our website at:

<http://www.england.nhs.uk/contact-us/complaint/>

14. Will the GP practice that was at Goodwood Court Medical Centre be re-opening?

No. The GP service that was based at Goodwood Court Medical Centre has now closed following the urgent action taken by the Care Quality Commission (CQC) to protect the safety and welfare of patients.

NHS England has now secured alternative arrangements for your care from Charter Medical Centre, in order to ensure your ongoing access to local GP services.

The action taken by the Care Quality Commission (CQC) does not affect the other services that are provided from the building at Goodwood Court Medical Centre, including Goodwood Court Dental Surgery and the podiatry service, and does not prevent other health services from being provided from the premises in the future.

14)I have a question that isn't covered by the information above. What should I do?

If you have any queries related to your individual healthcare you can contact the Charter Medical Centre on the telephone number above. For any general enquiries you can call NHS England on 01293 729298 from 9am to 5pm Monday to Friday.