

Questions and Answers - Saturday 21ST January 2017

1. Concerns regarding BOOTS Pharmacy next door to the Surgery. Will they be able to cope with the extra demand of Lenton Medical Centre patients coming to Derby Road Health Centre?

- Mike the area manager for BOOTS and Genette (Store Manager) were present for the meeting. Mike explained that they were already putting plans in place to make sure that their team will be equipped to deal with the extra demand.

- Also, not all patients will want to join BOOTS, as some patients are already set up with different pharmacies in the area which would continue. The merger will not affect patients ordering medication through their current pharmacy. If a patient would like to join BOOTS, then all they would need to do is go to BOOTS and sign up to their services. This would then change their records at the Practice for their medication to go to the new pharmacy.

2. When will the merge happen from Lenton Medical Centre to Derby Road Health Centre?

- The merge would be in effect as from the 1st of April 2017.

3. How many patients does Lenton Medical Centre have? And how many does Derby Road Health Centre have? How will we cope with the extra patients?

- Lenton Medical Centre has approximately 2,000 patients. Derby Road Health Centre has approximately 10,000 patients. This would equate to an additional 20% extra patients.

- With Lenton Medical Centre merging with Derby Road Health Centre, we will have an additional HCA, an additional GP (Dr Alawale), as well as additional receptionists join the Derby Road team. Also, Derby Road has recruited a Practice Nurse with additional hours to help with the extra demand Lenton Medical Centre will bring.

- Derby Road Health Centre also offer a Triage system whereby if patients need to be seen on the day they can speak to our Advanced Nurse Practitioners who can assess, examine and prescribe medication. This service operates Monday – Friday and starts when the phone lines open at 8:00am. We may also expand our ANP team if the need arises.

4. Will all of Lenton Medical Centres patients come to Derby Road Health Centre?

- All of Lenton Medical Centre's patients will automatically become registered to Derby Road Health Centre as of the 1st of April. If any of the patients do not wish to be with Derby Road, then they are able to find another GP Practice nearby and register.