THE THORNTON PRACTICE WITH CARLETON AS A BRANCH SITE

FREQUENTLY Asked QUESTIONS

Q: When is this happening?
From May 6 2016 we are on a single NHS contract and patients from either surgery will be able to see any clinician at either site.

From May 6 2016 our clinical systems will have merged and as a patient this means:

- The enlarged Practice will offer a wider choice of GPs and Nurse Practitioners.
- You can choose which physician you would prefer to see, at either site

Q: Will I be able to see the Nurse of my choice?
Patients will be able to opt to see nurses based at either site, offering more choice of appointment and practitioner.

Q: Will it be more difficult to get an appointment?
No. We have recruited extra staff to ensure we can provide plenty of appointments across both sites.

Q: What will be the name of the Merged Practice?
Both the Practices are now The Thornton Practice, and the Carleton site will be a branch surgery.

Q: What specialised care will the practice be able to offer?
The combined clinical experience within the practice offers a wider range of care to our merged patient population. In addition to the usual personal level of service you can expect from a GP Practice, The Thornton Practice also provides Enhanced Services in the following areas:

- Minor surgery – Joint injections
- Care Plans/Avoiding Unplanned Admissions
- Facilitating Timely Diagnosis and Support for people with Dementia
- Learning Disability Health Checks
- Alcohol Related Risk Reduction
- Baby and Young Adult Vaccination programmes
- Shingles and Influenza Vaccination
- Diabetic Primary Care Service
- GP Registrar Training
**Q: What will the opening times be?**
Until April 2016, the opening times for both sites will remain the same. As from May 2016 access for Carleton patients will be improved as they will have access to appointments at Thornton when their surgery is shut on a Wednesday afternoon.

**Q: How do I make an appointment?**
By telephoning 01253 956282 (Thornton), 01253 895545 (Carleton) or online at www.thedoctors.co.uk. Check the website for updates of any changes.

**Q: How do I request a repeat prescription?**
As above. You will be informed of any changes in the future. Check the website for updates of any changes.

**Q: What is the PPG and how can patients become members?**
The Thornton Practice has a Patient Participation Group. This is a group of patients who provide help and guidance to the Practice on matters which affect the overall patient experience.

Any Carleton patients/carers are very welcome to join. Please express your interest to a receptionist or contact the surgery.

There are 2 ways patients or carers can get involved; to become a member of the PPG and attend quarterly meetings or to join the Virtual PPG where you can email your suggestions, concerns and issues for wider discussion. Newsletters and minutes of meetings are circulated to all members of the PPG for feedback and are available to all on the Practice website.

**Q: Who will be the Doctors once the practice has merged?**
Dr Anthony Naughton

Dr Wendy Ford

Dr Sheryl Lorimer

Dr Judith Chaloner

Dr Felicity Guest

Dr Adam Bajkowski

Dr Peter Kell
Q: What is a Nurse Practitioner?
Advanced Nurse Practitioners possess the required and enhanced knowledge, skills, qualifications and expertise to independently consult with patients who present to the surgery with a wide range of complex problems and acute same-day conditions.

The Practitioner, following a full and comprehensive clinical examination, will reach a diagnosis and, in conjunction with the patient, provide a treatment plan and a prescription for medications where indicated; they may also refer for further investigations or speciality assessment where required.

Q: Who can provide more information?
If you have any questions, please add them to the website or the question box at either Practice. This will allow us to add it to our FAQ section so the answers can be shared with all.