



# CROPREDY SURGERY

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## Why may I not join your Practice?

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### *Why are practices discouraging transfers of Banbury area patients?*

- Primary care practices in Banbury are all under significant pressure, mainly due to difficulty recruiting enough GPs and other clinical staff. There is a national shortage of qualified GPs, which is having a great effect in some areas of the country.
- Transfers between practices create significant additional work as a new patient has to be registered by administrative staff, records obtained and logged, and clinical checks carried out by GPs and nurses to ensure ongoing care – for example repeat prescriptions.
- Large movements of patients between practices could put vulnerable practices at risk and lead to lists being closed to all new registrations
- This is a temporary change – Oxfordshire Clinical Commissioning Group (OCCG) is working with all Banbury practices to stabilise the current situation, and ensure primary care for the future.

### *Which practices does this apply to?*

Patients registered with Banbury Health Centre, Cropredy Surgery, Hightown Surgery, Horsefair Surgery, West Bar Surgery, Windrush Surgery and Woodlands Surgery will not be accepted as new registrations at any of the other surgeries in this list until 31 March 2018. OCCG will review this arrangement to consider whether it is still necessary.

### *I've moved across town – can I re-register in a more convenient practice?*

If you have a medical or social situation which makes it very difficult or impossible to access primary care from the practice where you are currently registered you may ask another Banbury practice which you can access to consider registering you as an exception. You would need to make a case to the new practice.

### *I am no longer able to get to the surgery where I am registered due to changed home or medical situation, and another one is nearer.*

First discuss with your existing surgery whether there are arrangements which they can make, including volunteer drivers and home visits for housebound patients. If this is not successful a new practice may be able to consider exceptional circumstances where reasonable measures cannot help you access your existing surgery. They will provide a form to apply for this exceptional consideration.

### *Will I be able to register my new born baby or newly fostered or adopted child at my own practice?*

Yes – this is a new registration.

*I have become ill while visiting Banbury. Can I see a GP?*

Visitors to Banbury can access care at Banbury Health Centre by appointment – phone 01295 22 55 33. Other practices may also register temporary residents – they will do this where patients cannot reasonably travel or wait to see their own GP surgery.

*I am not happy with my usual GP – can I change practice?*

The first step is to discuss your concerns with the practice manager. All Banbury practices have more than one GP and several nurses so normally you should be able to find suitable ongoing care with your own surgery. Preference of GP is unlikely to be sufficient reason to change practice within the cluster at this time.

*Why is Cropredy Surgery included in this Banbury scheme?*

Cropredy Surgery catchment area overlaps with some of the Banbury practices, and is significantly affected by transfers of Banbury patients.

*I have become a resident in a care or nursing home in Banbury – will I be able to receive care from my GP?*

All Banbury practices look after patients in the care and nursing homes in Banbury – if registered with a Banbury GP you should continue to receive care. If new to Banbury you will be able to register as normal.

*I am registered with Horsefair Surgery and am concerned about my care following the recent CQC report.*

OCCG has reviewed the recent CQC report and is working with the practice on an action plan to address the issues raised. On the basis of the information in the report, there is no indication that patients at Horsefair are more at risk than patients in any other practice.

*Will this affect my hospital care?*

No. All practices refer patients to hospitals and receive information from them in the same way.

*Will this affect my community care?*

No. While district nursing teams are linked to particular surgeries, they operate to the same service standards and resources are shared at locality level i.e. wider than Banbury.

*Will this affect my social care?*

Social care is provided through County Councils and is not affected by the surgery at which a patient is registered.

*What is the role of Oxfordshire Clinical Commissioning Group (OCCG)?*

OCCG now commissions primary care locally, which means they hold the funding and contracts for the GP practices in the county, and ensure that a service is available.

*How can I find out more?*

In the first instance, contact your local GP practice. If you still have questions following that, please contact Patient Services at OCCG via [Patient.Services@oxfordshireccg.nhs.uk](mailto:Patient.Services@oxfordshireccg.nhs.uk) or 0800 052 6088