



## **Park Royal Medical Practice – Frequently Asked Questions**

The Harness Harlesden Practice and Acton Lane Surgery have worked together since 2006. The move to join together to start a new practice called the Park Royal Medical Practice, based at Central Middlesex Hospital, is an exciting opportunity to build on the strengths of both practices and their teams in a bright new facility. Both practice teams are working closely together with the Harness management team, NHS England and Brent CCG to make sure the relocation of the practices is smooth and causes the least disruption for patients.

Further questions and comments can be raised by speaking to the staff in either practice or by emailing:

[breccg.e84029@nhs.net](mailto:breccg.e84029@nhs.net)

If you would like to receive regular updates on the new practice please email the above email address and we will include you in the weekly update to patients.

We hope you find this information helpful.

### **When will the move happen?**

The new practice will go live on Thursday 1<sup>st</sup> March 2018.

The last day of Harness Harlesden and Acton Lane practices will Wednesday 28<sup>th</sup> February 2018.

### **What is the name of the new practice?**

The Park Royal Medical Practice

### **Where is my practice moving to?**

Next door to the Urgent Care Centre at Central Middlesex Hospital

### **Who will be moving with the practice?**

We are currently working with the staff in both practices to transfer their employment to the new practice. We are holding joint staff meetings and finalising the details of roles and responsibilities. You will see the same familiar faces at the new practice who will be there to help you.

Jasoda Manji from Acton Lane Surgery will be the practice manager – Jasoda has worked with Harness since 2006 and was part of the original team at Harness Harlesden so knows the practice well.

Savita Hirani from Harness Harlesden will be the assistant practice manager

### **Who will be running the new practice?**

Harness Care will be the contract holder for the practice.

Harness is owned and run by 24 local GP practices who work closely together to improve the care of local people.

The vision of Harness is “*create healthier communities*” and the Park Royal Practice is an opportunity to work with the local community achieve this.

### **Will there be any disruption to the service?**

We are working closely with both practices to ensure that there is no disruption to services. The practice websites and phone messages will be kept up to date advising patients what is happening. A mobile phone will be available during the actual close of the two practices and opening of the new one which will be manned by a senior manager to help support patients through this period.

### **How can I get to the new practice?**

A travel plan can be found at the end of this document.

Information can be found on both practice websites, and will be available on the new practice website which will be launched shortly.

### **What are the contact details?**

You will be able to contact the practice by phoning your existing practice number which will divert you through to the new practice from March to the end of June 2018.

All contact details will be available in the new practice leaflet and on the website.

All patients attending their practice during February will be offered a new practice leaflet.

An email group is being established to keep patients updated on key information and this document will be updated and available from your practice.

### **What will be available at the new site?**

You will receive the same care you receive from your practice at present. We will also be providing additional services which are being developed, such as anti-coagulation testing for patients on warfarin.

### **What will happen to my medical records?**

Your paper medical records will be securely transferred from your existing practice to the new practice in the last week of February.

Your electronic medical record is held in your practice's clinical system. Both practice systems will be automatically merged on 5<sup>th</sup> March to form one system. The system is fully backed up and there are checks in place to ensure the complete and accurate transfer of your record.

### **How will I get my repeat prescription?**

During February you can order your repeat medication in the normal way from your practice. Any repeat prescription requests received on Wednesday 28<sup>th</sup> February will be dealt with by the new practice. Any urgent medication issues arising on 28<sup>th</sup> February will be dealt with by the respective practice team.

It would be very helpful for patients to order their medication early in February to avoid the actual relocation period.

### **What will happen to my on line access?**

If you are registered for on line access at Acton Lane Surgery you will not need to do anything.

If you are registered for on line access at Harness Harlesden you will need to re-register and the practice staff will help you to do this. The reason for this is that as Acton Lane Surgery have the larger patient list size the Harness Harlesden clinical system is being merged into the Acton Lane System so your current on line login details will not be recognised after 28<sup>th</sup> February 2018. We apologise for this inconvenience which unfortunately is unavoidable.

### **Will the appointment system be changing?**

The new appointment system is being set up at the moment and we are listening to both patient groups on their preferences for accessing clinical care. The appointment system will offer a mixture of bookable appointments for four weeks ahead and same day access. We will work with the new patient group on developing how patients can access the care from the practice.

### **Can I see the practice before it opens?**

Yes, we are holding an open event on Tuesday 20<sup>th</sup> February between 10am and 3pm for patients to visit the practice. We would love to see you and hope you can join us.

### **What is the benefit to patients from merging the two practices?**

Both NHS England and Brent CCG are working together on the improvement of the care of patients in Brent. The merger of the two practices which is strongly supported by local general practice and leading GPs will mean that a range of new services can be provided for patients. An example being the location of the clinical team caring for the patients in care homes or high risk housebound patients at the practice and the

relocation of the current extended GP Hub from Harness Harlesden offering extended GP appointments 7 days a week.

We are working closely with the urgent care centre who are next door to the practice to collaborate on how we best care for patients with both urgent and routine healthcare needs.

### **What will happen to my patient group?**

We hope that members of both patient groups will be able to join us at the open event on 20<sup>th</sup> February so we can discuss the new patient group at the practice. A patient group meeting will be held in early March to combine the two patient groups and establish a strong partnership between the practice and patients.

### **What will happen to my practice website?**

The two existing practice websites will operate until the end of April 2018 and will have a direct link to the new website with a full explanation of how to access the new service.

### **How will I get information on how the move is progressing?**

Please email:

[Breccg.e84029@nhs.net](mailto:Breccg.e84029@nhs.net)

We will include you in the weekly update to patients.

Please ask at your practice for an update or you will be able to view the “Countdown News” on both practice website which will start from 1st February 2018 and will regularly be updated for patients.

### **What if I do not want to move to the new practice?**

We hope that patients will stay as part of the new practice and we will do all we can to make this as smooth as possible for patients. If however you do not wish to move to the new practice we have spoken to the other local practices who will be happy to register you.

If you are or care for a patient who is housebound or has complex needs, each practice team are reviewing patients to ensure that there is a plan in place to maintain your care during the relocation.

## **TRAVEL PLAN TO NEW SITE**

**Practice Address:**

**Park Royal Medical Practice**

**Central Middlesex Hospital**

**Acton Lane**

**London NW10 7NS**

**020 8961 1183**

### **Buses**

187, 224, 226, 228, 260, 440, and 487 stop outside the main entrance of the hospital the Park Royal Practice is located at the front of the hospital next to the Urgent Care Centre.

### **Tube**

Harlesden (Bakerloo Line), Park Royal (Piccadilly Line) and North Acton (Central Line) stations are each about a mile from the hospital and are a short walk or bus ride.

The nearest station to the hospital is Harlesden, served by the Bakerloo line and the London Overground Euston-Watford service. Buses 187, 224, 226, 228, 260 and 487 provide a very frequent service between the station and hospital.

Harlesden station does not have lifts, the nearest fully accessible alternative is Willesden Junction station served by the Bakerloo and London Overground trains. Bus route 487 provides a direct link between the station forecourt to the hospital, whilst route 228 stops nearby at the end of station approach.

### **By Car**

Central Middlesex Hospital is on Acton Lane, Park Royal opposite the ASDA superstore and close to the Westway (A40/M40) and the North Circular Road (A406).

There are two main car parks at Central Middlesex Hospital. Car park 1 at surface level is accessed from Central Way. You can also get to the car park from Acton Lane if you are dropping off at the main entrance. The entrance to car park 2 (basement parking) is on Abbey Road.

Please observe the speed limit of 10mph at all times while in the hospital grounds.

The grounds of the hospital are a designated no smoking area, this includes bus stops, car parks and the entrance to the hospital.

Pay and display charges apply at all times in both car parks, except for disabled persons in vehicles bearing a valid blue badge. Car park 2 is closed to the public from 8.30pm until 7.30am.

### Car parking charges

Up to 1 hour	£2.70
Up to 2 hours	£5.10
Up to 3 hours	£5.50

### Pay by phone

#### First time users

1. Call **01895 262 122** or **0345 434 8008** as soon as you have parked your vehicle
2. You will need this car park's Location Code (**2227**), the length of your stay and your payment card details
3. Reply to the text with your Vehicle Registration Number. Your parking is now paid.

Once you are registered you can pay and extend your parking by SMS message (**please note there is a charge of 30p to register when using this service**) and view your parking history online. [www.apcoa.co.uk/connet](http://www.apcoa.co.uk/connet)

#### Registered Users

1. Call **01895 262 122** or **0345 434 8008** as soon as you have parked your vehicle
2. We'll recognise your phone number and offer you the same parking session from your last call to us. You can accept or amend these details and confirm your payment.

The Location Code for Central Middlesex Hospital is **2227**



### **Disabled parking**

There are a limited number of disabled spaces that are free to permit holders for up to six hours

Parking is free for disabled people or their carer's when driving a disabled person to hospital. Vehicles must display a valid Blue Badge and time clock and must park in designated bays.

Please note that regular pay and display charges are payable by Blue Badge holders when parking in non-designated bays.

### **Cycling**

There are 15 cycle parking spaces for public use at Central Middlesex. The cycle stands can be found at the main entrance and in the underground car park.