

# McKenzie Group Practice & Gladstone House Surgery

## Cross-site working

### Frequently Asked Questions

**Q1** *What is cross-site working?*

**A.** All GP practices hold a contract to provide primary medical services to their registered patients. Cross-site working is when two or more practices decide they want to work together to provide services for patients and to enable staff to work at different sites.

**Q2** *Will there still be the same number of appointments available at my current practice?*

**A.** Yes, we will provide the same number of appointments at each of the sites, and we will be able to manage the demand for appointments more effectively across both practices.

**Q3.** *Will I still be able to get an appointment at my practice?*

**A.** Yes, you will still be able to get an appointment at your practice, and you could also be offered an appointment or choose an appointment at the other practice if this is more convenient for you.

**Q4.** *Will I still contact my practice on the usual telephone number to make an appointment?*

**A.** Yes.

**Q5.** *If I book an appointment at the practice site I do not usually visit, what transport options are available to me?*

**A.** If you choose to book an appointment at the practice site you do not usually visit, the link included will help you plan your journey by bus <https://www.stagecoachbus.com/> or <https://www.arrivabus.co.uk/>  
Car Parking is also available all locations

**Q6.** *If I use my own transport will there be sufficient parking available?*

**A.** All sites have ample parking available on site.

**Q7.** *Can I still speak to or see my regular GP, Nurse Practitioner or Nurse?*

**A.** Yes, both practices will continue to offer both face-to-face and telephone consultations with GPs, Nurse Practitioners and Nurses.

**Q8.** *Will I still be recalled for my Chronic Disease reviews?*

**A.** Yes, you would still be recalled for long term condition management.

**Q9.** *Will the reception and clinical staff be affected by the cross-site working?*

**A.** No, our reception and clinical staff are very important to ensure the smooth running of the practices and will not be affected.

**Q10.** *Will the practices opening hours remain the same?*

**A.** Yes, you can find information out on each of the practice websites.

[www.gladstonehousesurgery.co.uk](http://www.gladstonehousesurgery.co.uk)

[www.mckenziegrouppractice.co.uk](http://www.mckenziegrouppractice.co.uk)

[www.wynyardandhartfields.co.uk](http://www.wynyardandhartfields.co.uk)

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**Q11.** *Will I see any changes to the services provided at my current practice?*

**A.** No, all services currently being provided will continue and we will have a larger clinical team.

**Q12.** What if I need a home visit?

**A.** Home visits will still be provided by both practices as usual.

**Q13.** *Will the care patients receive from community services be affected?*

**A.** No.

**Q14.** *Will there be any change to the service we receive from community midwives or health visitors?*

**A.** No.

**Q15.** *Will I still be able to use my current pharmacy for my prescriptions?*

**A.** Yes, your prescriptions will continue to be managed in the same way and you will still be able to use your preferred pharmacy.