

## Riverside and Bulbanks Merger - Frequently Asked Questions

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- **Why are the practices merging?**  
To provide continuity of care to patients at Bulbanks Medical Centre with the view of Dr Nandra retiring in the future and also to enhance patient care and offer more services and appointments thus improving access.
- **Will the practice change its name?**  
Yes, the merged practice will be called Riverside Surgery – Battle Road Branch
- **Will the practice's telephone number change?**  
No, all three sites will retain their respective telephone numbers
- **How will I be able to make an appointment?**  
You can continue booking your appointments by telephone or Online via our website or via Patient Access App or NHS Online Bexley App or via myGP App
- **When the practices merge, will I still be able to see the same GP I am used to?**  
Yes, you will see the same GP's and other clinical staff. The Clinical team at Riverside Surgery (which comprises of Doctors, Nurse Practitioners, Practice Nurses and Healthcare Assistants) will also be offering clinics at Battle Road
- **Will I continue to receive home visits or speak to the doctors on the phone?**  
Yes, the Home Visit request message will be passed onto the GP/NP on duty, who will then call you and assess whether a Home Visit is eminent. We will offer Telephone Consultations. Additionally we will offer e-consultations.
- **Will the premises remain the same?**  
Yes, we will continue offering our services from the existing sites
- **What about opening times at both sites?**  
The core opening hours for both practices will be 08:00hrs - 18:30hrs Monday to Friday. Both practices have regular provision of extended hours in the evenings. Any Patient that wishes consult with a GP over the weekend will be offered a pre-bookable GP appointment at the GP Hub based at the Northumberland Heath Medical Centre and Queen Mary's Hospital.
- **Will the same services be available at the three sites?**  
Yes, we will continue offering the same services from the three sites
- **How far away are the practices? Are they easy to get to?**  
All 3 sites are within 1.3 miles radius of each other. All three sites are on regular bus routes

### Buses to Erith

Bus 229 from Bexleyheath stops outside Erith Health Centre (**Bus Stop M**).

Bus 229 from Abbeywood/Thamesmead stops at Erith Town Centre Riverside (**Bus Stop J**) which is 5 minutes' walk to Erith Health Centre.

Bus B12 from Bexleyheath stops outside Erith Health Centre (**Bus Stop M**)

### Buses to Mill Road

Bus 229 from Bexleyheath alight at Bexley Road Northumberland Heath (**Bus Stop H**) which is 3 minutes walk to Mill Road Surgery.

Bus 229 from Erith Town Centre Riverside (**Bus Stop G**) alight at Northumberland Park Bexley Road (**Bus Stop V**)

Bus B12 from Erith Town Centre Riverside (**Bus Stop H**) which is 2 minutes' walk to Mill Road Surgery

### Buses to Battle Road

Bus 229 from Erith Health Centre (**Bus Stop M**)

Bus 469 from Erith Health Centre (**Bus Stop M**)

Bus 229 from Mill Road

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### Train Stations

#### Erith Railway Station is

0.4 miles from Erith Health Centre

1.4 miles from Battle Road

1.4 miles from Mill Road Surgery

#### Slade Green Railway Station is

1.5 miles from Erith Health Centre

2.5 miles from Battle Road

2.0 miles from Mill Road Surgery

#### Barnehurst Railway Station is

0.8 miles from Mill Road Surgery

2.0 miles from Battle Road

- **Is there parking at all the sites?**  
Erith Health Centre – Yes, there is a visitors' carpark and there is also public carpark nearby  
Mill Road – No, there is a public carpark at the rear of the surgery  
Battle Road – There is off road parking along the street
- **Will I be able to use the Online Services?**  
Yes, you will be able to request your prescriptions online. However Bulbanks Medical Centre's patients will need to register for this again.
- **How far in advance can we book appointments?**  
You can book routine appointments up to 2 weeks in advance (week in hand plus a week in advance)
- **Will I be able to order my repeat prescriptions online in the same way?**  
Yes, you will be able to request your prescriptions online. However Bulbanks Medical Centre's patients will need to register for this again.
- **Will I need to change my Pharmacist?**  
No you do not need to do anything
- **Do I need to do anything?**  
No you do not need to do anything. As a registered patient of either Riverside Surgery or Bulbanks Medical Centre, your registration will continue. This does not affect your right to register at another local practice at any time if you choose to do so.
- **If I am not within the practice's catchment area and I have been receiving care do I need to change my surgery?**  
No, however we will not be able to carry out home visit to patients living outside the practice's catchment area. The District Nurses may not be able to visit you.
- **If I move to an address that is outside the practice's catchment area, will I need to change my surgery?**  
Yes, you will need to re-register with a surgery closer to your new address
- **What is I move into temporary accomodation that is outside the practice's catchment area?**  
You will need to register with a surgery closer to your temporary address. However, when you return to an address within the practice's catchment area, you may re-register with the practice.
- **If I want to register at another practice, do I need to do this myself?**  
If you wish to change your GP practice, you should contact the surgery with which you would like to register directly and ask them to register you. You can find a surgery near you using the NHS Choices website at [www.nhs.uk](http://www.nhs.uk) or the My Health London website at [www.myhealth.london.nhs.uk](http://www.myhealth.london.nhs.uk). Both sites give further information about practices, like opening hours and information about services. If you do not have access to the internet, you can call the NHS Customer Helpline on 0300 311 2233.  
  
During the registration process the practice will need to check that you live within their catchment area. They will ask you to complete a registration form, giving details such as your name and address, date of birth, your NHS number (if you know it) and the name and address of your previous GP.

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- **Will I still be able to use Patient Access (Online Services)?**  
Yes – however you will need to re-sign-up for the service
- **When will Patient Access (Online Services) be re-instated following the merger?**  
As soon as the clinical systems have merged on 24th April 2020, patients will need to re-sign-up to the service
- **Will there be a new telephone system installed with the queuing option?**  
Not immediately – however there are plans to have a single point of contact number with options for each site e.g. Press 1 for Site A, Press 2 for Site B, Press 3 for Site C
- **How can I book an appointment at another branch?**  
Once the clinical systems have merged on 24th April 2020, you will have the option to call any of the 3 sites and request to book an appointment at the branch of your choice i.e Pier Road or Mill Road or Battle Road.
- **Will there be any new GP's at Battle Road?**  
Yes, you will see the same GP's and other clinical staff. The Clinical team at Riverside Surgery (which comprises of Doctors, Nurse Practitioners, Practice Nurses and Healthcare Assistants) will also be offering clinics at Battle Road
- **How do I send an email to the surgery?**  
There will be dedicated email addresses for general enquiries and prescription requests which will be available following the merger of the clinical system on 24<sup>th</sup> April 2020
- **Will there be more appointment availability?**  
Yes, as you will have 3 sites to choose from and additionally the option of seeing a GP out of hours at the GP Hub
- **What is eConsult?**  
It is a way in which you can consult your GP Online for advice for non-life-threatening symptoms, and you will get a response within 24hrs excluding weekends and bank holidays.
- **What is myGP App?**  
It is a mobile app which one can use to book appointments online and request repeat prescriptions online, it works similarly to the "Patient Access App" or Patient Access Website.
- **Is Dr Nandra Retiring?**  
Not immediately, possibly in the future.