

# Medicus Health Partners – Site Relocation

Southbury Surgery, Bush Hill Park Medical Centre and Trinity Avenue



## Frequently Asked Questions

Question	Answer
Will I be able to see the same doctors?	Yes, all the staff are relocating to Lincoln Road Medical Practice
Will I have to re-register at the new location?	No, all patient records will be transferred, you do not have to re-register or fill in any forms
Why are these surgeries closing?	The current location cannot offer some of the requirement for NHS GP Surgeries, and therefore it has been agreed that a new Healthcare Centre can be built to offer patients a compliant and safe environment to receive care.
Please can you explain the requirements for NHS GP Surgeries?	The location must offer easy access for all patients, be compliant with Infection Control requirements and have purpose built disabled facilities. Unfortunately due to the configuration and age of the building this is not possible to make these upgrades at these Surgeries.
Will my prescriptions still go to the same pharmacy, or do I need to advise Lincoln Road Medical Practice?	No, all your existing preferences will stay the same, you do not need to make any changes or advise anyone of the change of location.
Will the telephone number and email change?	We will keep the phone number and email address active until May 2024. Details will also be on the website.
Will there be a time when I am unable to get an appointment?	No, when the surgeries close everything will be set-up at Lincoln Road, you will always have access to GP Services.
Please can you indicate parking and travel options for the new location?	We are pleased to confirm that there will be dedicated parking for disabled patients onsite at Lincoln Road. There is free parking outside and in the surrounding roads adjacent to the practice. Medicus is looking into travel routes with TFL and current parking in the area to see if there is a possibility to restrict/time limit parking in the immediate vicinity.