

Trimdon Village Branch Surgery Closure

FAQ Document

Q: When will Trimdon Village branch surgery close?

A: Trimdon Village will be closed from 1pm on Friday 4th January 2019. Please do not worry as you will continue to have full access to medical services at the 3 sites remaining open in Trimdon Colliery, Fishburn and Sedgefield

Q: At which surgery will I now be registered?

A: All patients registered at the Trimdon Village surgery will be transferred to our Trimdon Colliery surgery. If this is not your preference please call us and we will be happy to register you at an alternative (either Fishburn or Sedgefield).

If you are registered at Trimdon Colliery you will still be able to access appointments at Fishburn and Sedgefield.

Q: How do I make an appointment if I am feeling unwell?

A: If you are registered at Trimdon Colliery please call 01429 880284.

If you are registered at an alternative surgery please call the following numbers:

- Fishburn 01740 620284
- Sedgefield 01740 620300

Q: Will the Doctor or Nurse be able to access my clinical record at the other surgeries?

A: Yes, health professionals employed by Skerne Medical Group can access your full clinical record from all surgeries.

Q: I used to drop my prescription off at Trimdon Village surgery. What do I do now?

A:

- Ask our reception staff about the online repeat prescription ordering system, which you can access from a computer or mobile phone. You can order your repeat prescription 24 hours per day and if you nominate a pharmacy, collect from them directly.
- Drop off your request at Phillips and Wright Pharmacy in Trimdon Village
- Drop off your prescription at your new registered surgery site
- Telephone your new registered surgery site between 10am and 12 noon or 2pm and 4pm and order over the telephone

Q: I used to collect my prescription from Trimdon Village surgery. What do I do now?

A: You can nominate your choice of pharmacy when you order your prescription and can collect directly from them no matter where you are registered or collect them from one of our other sites in person.

Q: I need a home visit, who will come and see me?

A: Home visit requests will be assessed by a clinical staff member in the normal way. If a home visit is necessary then you will be seen by an appropriate member of our clinical team (this may be a clinical practitioner previously called 'nurse practitioner', Advanced Nurse Practitioner (ANP), Practice paramedic or Doctor).

Q: I don't have my own transport so I can't get to another surgery for an appointment, what can I do?

A: If you have mobility problems you could contact the Health Appointment Transport Service. You need to register for this service and details are available by calling 01740 658885.

The service is run by volunteers and bookings must be made a minimum of 24 hours in advance. There is a small charge for this service.

Alternatively could a friend or relative bring you or there are public transport services available.

The public transport services that link our sites between Trimdon Village, Trimdon Colliery and Fishburn are the Arriva buses x21, x22. There are two buses per hour.

There is also an hourly Arriva bus service 57a linking Trimdon Village and Trimdon Colliery

Bus timetables online can be found at: <https://www.arrivabus.co.uk/timetables-search>

Fishburn is 1.2 miles away

Trimdon Colliery is 2 miles away

Sedgefield is 3.4 miles away

Q: I am not sure if I need to see a Doctor or a Nurse, could anyone else help me?

A: Yes, there are other health professionals that can help you if you are feeling unwell – our reception staff have been trained in Care Navigation and will signpost you to the most appropriate health professional or may even suggest a telephone appointment with one of our clinicians.

Your local pharmacist is also a valuable source of advice. Please speak to your Pharmacist directly.

Q: Where do I get my blood test done now?

A: You can make an appointment at your new registered surgery. Any test results will be added to your patient record which can be accessed by all healthcare professionals.

Q: Where do I get my warfarin (anti-coagulation) or INR test done?

A: Please telephone your new registered surgery and they will make an appropriate appointment for you. Our housebound patient service will continue to operate as normal.

Q: My sick note is due, where will I get this from?

A: Please collect it from your new registered surgery.

Q: I need regular appointments for my dressings to be changed, where do I need to go?

A: Please call your new registered surgery or ask the Nurse or Health Care Assistant who will make you appointments at the most convenient of our 3 surgeries for this.