

## **FAQ: Carshalton Fields Surgery merger with Wallington Family Practice**

### **Why are the practices merging and the Carshalton Fields Surgery premises closing?**

The property on Crichton Road is owned by Drs Raj and Kusum Goel, who were previously partners at the Carshalton Fields Surgery. The lease on the property has expired and the owners have chosen to evict the practice. We have no legal powers to oppose this.

This has been a very difficult situation, and we are committed to ensuring that patients registered at the surgery, continue to receive the services they need. After considering the options available, the merger provides the best solution and minimal impact for both patients and staff. The staff at both practices are very enthusiastic at the decision to work together and combine services, and keen to further improve access, experience, and the available services for their patients.

### **What will the merger of the two practices and the closure of Carshalton Fields Surgery involve, and how would this affect me?**

Registered patients do not need to take any action and the change will not affect your registration. For those patients registered with Carshalton Fields Surgery the patient records will transfer over to the Wallington Family Practice once the contracts have merged. The practices will work with the Primary Care Team at NHS South West London ICB to identify and support vulnerable and housebound patients with this change - please contact your practice if you need this support.

### **Can I register at any practice in the area?**

You can register with any practice which is accepting patients if you live within its catchment area. As a guide, the closest GP practices to Carshalton Fields Surgery are listed in Appendix A and are all accepting new patients. You can find details of the surgeries closest to by searching online for 'NHS find a GP' or visiting [www.nhs.uk/service-search/find-a-gp](http://www.nhs.uk/service-search/find-a-gp). However, if you need assistance in registering elsewhere, please contact the staff at Carshalton Fields Surgery.

### **Will my GP remain the same?**

There will be no change to the clinical and administration staff.

### **Will opening hours and services remain the same wherever I register?**

All Sutton GP practices are open from 8am to 6.30pm Monday to Friday, with some open longer. Extended access arrangements also mean all patients registered with a Sutton practice have access to GP appointments seven days a week, from 8am to 8pm.

### **Where will outstanding test results be sent when Carshalton Fields Surgery closes?**

All results will go to Wallington Family Practice, or to your new GP practice if you decide to register elsewhere.

### **Will I automatically be transferred to another local practice?**

All patients registered at Carshalton Fields Surgery will have their registration transferred to Wallington Family Practice – you do not need to take any action. Should you wish to register elsewhere, you will need to contact another practice, but support will be available if you need it.

### **What should I do about my repeat medications?**

Your repeat medications will be unaffected. Should you wish to register elsewhere, your new GP may need to review your prescriptions before issuing them, which could cause a delay. We advise ordering repeat prescriptions, so you have at least two weeks' supply, before registering with a new practice.

### **What support is available for patients with mobility issues?**

If you require assistance the staff at both Wallington Family Practice and Carshalton Fields Surgery will assist you.

**If I decide to register elsewhere, can you assure me that another surgery I choose will provide a good service?**

You can search online for 'NHS find a GP' or visit [www.nhs.uk/service-search/find-a-gp](http://www.nhs.uk/service-search/find-a-gp) to review the performance of local GP practices before registering.

**I'm registered with Carshalton Fields Surgery – what will happen to my medical records when the practice closes?**

Your records will transfer to Wallington Family Practice, or to your new practice if you decide to register elsewhere. Electronic records usually take around two to three days to transfer and paper records will take longer.

**Do the other local GP practices have enough space?**

Yes, the nearest GP practices are all accepting new registrations.

**How will I make appointments at my new practice?**

All practices take bookings by phone and in person with many also offering online bookings.

**Will my new practice provide home visits if required?**

Practices provide home visits to patients who are housebound or very unwell if a clinician assesses that a home visit is required.

**If I don't wish to be registered with Wallington Family Practice, do I have to wait until Carshalton Fields Surgery closes before moving to another surgery?**

No, you are free to register at another practice at any time.

**How do I register at another practice?**

Each practice operates their own registration process. Contact your chosen practice or visit its website.

**Who can I contact with any further queries or concerns?**

Contact the practice manager at Carshalton Fields Surgery on 020 8643 3030 or the NHS South West London Primary Care Team on 020 3880 0265 or email [swlhcp.lon-pateng-sth@nhs.net](mailto:swlhcp.lon-pateng-sth@nhs.net).

**Appendix A: List of practices closest to Carshalton Fields Surgery which are all open to new registrations.**

<b>Surgery</b>	<b>Address</b>	<b>Phone</b>	<b>Website</b>
Beeches Surgery	9 Hill Road, Carshalton Beeches, Sutton, SM5 3RB	020 8647 6608	<a href="https://www.beechessurgery.nhs.uk/">https://www.beechessurgery.nhs.uk/</a>
Sutton Medical Centre	181 Carshalton Road, Sutton, SM1 4NG	020 8661 1505	<a href="https://www.suttonmedicalcentre.nhs.uk/">https://www.suttonmedicalcentre.nhs.uk/</a>
Shotfield Medical Practice	Jubilee Health Centre Shotfield, Wallington, SM6 0HY	020 8669 7612	<a href="https://www.shotfieldmedicalpractice.co.uk/">https://www.shotfieldmedicalpractice.co.uk/</a>
Manor Road Practice	57 Manor Road, Wallington, SM6 0DE	020 8647 1818	<a href="https://www.manorpractice.org.uk/">https://www.manorpractice.org.uk/</a>
Park Road Medical Centre	1a Park Road, Wallington, SM6 8AW	020 8647 4485	<a href="https://www.parkroadcentre.co.uk/">https://www.parkroadcentre.co.uk/</a>
Maldon Road Surgery	35 Maldon Road, Wallington, SM6 8BL	020 8647 4622	<a href="https://www.maldonroadsurgery.nhs.uk/">https://www.maldonroadsurgery.nhs.uk/</a>
Roundshaw Health Centre (Manor Road Practice)	6 Mollison Square, Wallington, SM6 9DW	020 8647 1818	<a href="https://www.manorpractice.org.uk/">https://www.manorpractice.org.uk/</a>