

## FREQUENTLY ASKED QUESTIONS

### What difference will this make for me as a patient?

We are committed to maintaining patient-centred services, other than the site you visit you should see very little change in the services that you receive as a patient. You will continue to see the same doctors, nurses and receptionists. Canterbury Medical Practice is fully committed to enhancing services that are effective and sustainable long-term.

### How can I access the surgery and its services?

The telephone numbers will remain the same, or you can register for online services that enable you to make an appointment or order your repeat prescription online. Please speak to one of our reception team if you would like to register for this service.

### What services can I expect?

All the services you currently access at the old surgeries will be provided at the new one.

- Urgent conditions / illnesses will be assessed either by telephone or seen on the day
- Long Term Condition clinics such as for those of you with Diabetes or Asthma will continue as now
- Physiotherapy, anticoagulation monitoring, vaccinations, dressings, etc. will all continue to be provided
- We will also be working hard to increase the range of services available
- Online repeat prescriptions – order as you do now
- Text reminders of appointments will continue once the pandemic is over
- The ability to speak to a GP, Nurse Practitioner or Nurse via the telephone
- Home visits for housebound patients will continue as now
- Planned and coordinated care to minimise the number of times that a patient needs to visit the practice is one of our priorities.

### Will I still be able to have online access?

Yes, if you are currently registered for online services you can continue to utilise them just as you do now. If you are not registered for online services, then please visit our website or contact the practice to find out how you can register. Appointments can be made and cancelled via online booking, plus the ordering of your repeat prescriptions.

**Bridge Health Centre**  
Patixbourne Road  
Bridge  
Canterbury  
CT4 5BL  
Tel: 01227 831900

**Cossington House Surgery**  
51 Cossington Road  
Canterbury  
CT1 3HX  
Tel: 01227 763377

**Littlebourne Surgery**  
Court Hill  
Littlebourne  
CT3 1TX  
Tel: 01227 721515

**London Road Surgery**  
49 London Road  
Canterbury  
CT2 8SG  
Tel: 01227 463128

Email: [kmccg.cpm@nhs.net](mailto:kmccg.cpm@nhs.net); [www.canterburymedicalpractice.nhs.uk](http://www.canterburymedicalpractice.nhs.uk)

**Partners:** Dr Julian Thompson; Dr James Hinksman; Dr Tina Crook; Dr Eddy Rossini; Dr Will Davies; Dr David Gregory

**What should I do about my repeat prescriptions?**

Continue to do exactly the same as you do now, if you used to personally drop your repeat prescription request in to the old surgeries, you can drop them into the new one. You can also make an arrangement with a pharmacy local to you who will make the request on your behalf or use our online repeat prescription service.

**Why do Cossington House and London Road need to close?**

Although beautiful buildings, old converted houses are no longer deemed suitable for the future delivery of modern healthcare and neither could be adapted or extended to modern standards. The new surgery will be spacious and fully compliant with Care Quality Commission standards. It will have a lift to make sure all patients have access to all the consulting and treatment rooms.

**How will I get to the new surgery?**

Many of you walk now and you will be able to continue to do so. If the walk is a bit further than you can manage there are regular bus services (every 10 minutes) both from London Road and the corner of Old Dover Road and Nunnery Road.

**I would find taking 2 buses from London Road to Ethelbert Road difficult**

If you don't have access to a car or a friend to drive you, Canterbury Volunteer Centre offers a reasonably priced service using volunteer drivers. <https://www.chbvc.org/> Tel: 01227 743700. We also hope the NHS Volunteer Service set up during the pandemic will continue. We will continue to speak to the bus company to see if they can add in a direct route.

**Will I be able to park?**

Yes, there will be a free patient car park for you to use whilst in the surgery.

**How will you make sure the car park isn't filled up with people using the hospital?**

There will be a number plate recognition system with a simple check in next to the reception desk. Assura, the developer has made arrangements for this to be managed to ensure anyone parking there and not using the surgery will be sent a penalty notice.

**Will there be somewhere to lock my bike?**

Yes there will be parking for bicycles next to the entrance.

**I have a question that hasn't been answered, how can I contact you?**

There is a dedicated page on our website where you will find a link to contact us with any other questions you might have and this FAQs which we will be regularly updating. <https://www.canterburymedicalpractice.nhs.uk/>