

## **FREQUENTLY ASKED QUESTIONS (FAQ's)**

### **Q. Why do you want to close Ruskin Road Practice site?**

**A.** We have had interest from another independent organisation who are buying the premises and will be providing local community services in the area

We are moving our services from this branch site Ruskin Road site to bring services together at our main site [191 First Avenue, Low Hill WV10 9SX] to run more efficiently and continue to deliver high quality of care to patients.

The premises at Ruskin Road Practice is limited comprising up to three clinical rooms and there is no scope to further develop these premises to facilitate the delivery of additional services

### **Q. Who has proposed these changes?**

**A.** Decision made together with practice team  
Informed Patient Participation Group

### **Q. Where will my surgery be moving to under the proposal?**

**A.** Ruskin Road practice is a Branch site of MGS Medical practice sites since 2012. It will relocate the services to MGS Medical practice main site at Low Hill

### **Q. How many patients would be affected by this change?**

**A.** Patients at this practice already attend the main practice site at Low Hill for appointments and services available

### **Q. What will be the benefits to patients to move to Low Hill?**

**A.** To bring services together, to run more efficiently and continue to deliver high quality of care to patients.

### **Q. How close is the Low Hill site?**

**A.** Low Hill Surgery is 5 minutes away by car, 8 minutes away by bus, 15 minutes away to walk, same bus routes and same public transport to and from both sites. So we hope that the move will mean a very small change for patients travelling to the practice.

**Q. Where would the closest pharmacies be?**

**A.** There are many pharmacies in the area, you can request repeat prescription from your nominated pharmacy who will order from the practice on your behalf.

Below are some of the pharmacies known to both of the sites:

Low Hill Pharmacy 8 Showell Circus WV10 9BA

Fallings Park Pharmacy 212 Bushbury Road WV10 ONT

Bushbury Lane Pharmacy 313 Bushbury Lane WV10 9UJ

Your Pharmacy First Raynor Road WV10 9QY

**Q. After the move, will there be less appointments and longer waiting times to be seen?**

**A.** No, we have been operating a centralised appointment model since 2014 and there will be no change to number of appointments and patients will not have to wait longer, all assessed on clinical need.

**Q. Will I still contact my practice on the usual telephone number to make an appointment?**

**A.** Yes, we have a centralised telephone system so you can ring any site number to obtain an appointment at any of our sites.

If you need to book an appointment or have any queries you can call MGS Medical Practice on 01902 728861, or call patient partner 01902 229788 or complete the online patient triage form 'AccuRX on our website [www.mgsmedicalpractice.nhs.uk](http://www.mgsmedicalpractice.nhs.uk)

If you need help to complete the forms our reception team will assist

Or you can visit practice sites in person to make an appointment or if you have any queries.

We have extended opening times at the main site Low Hill on Thursdays we are open until 8pm and work closely with our Primary Care network (PCN) where practices within the PCN offer range of extended appointments and services throughout the week, this will continue.

**Q. I do not drive, how would I get to Low Hill surgery?**

**A.** From Ruskin practice site, Low Hill surgery is 8 minutes away by bus, 15 minutes away to walk, same bus routes and same public transport to and from both sites.

**Q. I am housebound, would someone still be able to come and see me at home?**

**A.** Yes, if you live in the practice boundary area, you will be assessed on clinical need same for all patients/service users

Community nurses will continue to work closely with the practices as normal.

Midwives and Health Visitors will continue to work as usual to provide care to our expectant mothers and young children.

**Q. What will happen to my medical records?**

**A.** All patients are registered with MGS Medical Practice, and we have a centralised system where we can access information from any of our practice sites. All medical records have been digitalised since 2023, so we will be able to continue to seeing the information on your computer record

**Q. Will I still be able to see my usual GP or clinician?**

**A.** Yes there are no changes with clinicians, same team clinically and admin staff the same

**Q. Will there be adequate parking at the new location?**

**A.** Yes there is a car park and adequate parking around the site

**Q. Will the new location be accessible for disabled people or those with mobility issues?**

**A.** Yes, designated car parking spaces, and drop off areas near main entrance. The premises has more space inside the building in all areas

**Q: Do I need to do anything if the Ruskin Practice site closes?**

**A:** No. Your registration will not be affected. When we have registered patients, it has always been through MGS Medical Practice, as this is our main site.

**Q: What if I do not want to continue being a patient at this practice?**

**A:** If you prefer not to transfer to existing MGS Medical Practice sites, you have the right to choose an alternative GP practice. You can obtain a list and register online at <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/> or alternatively you can call the NHS Black Country Integrated Care Board's (ICB) customer service team called Time2Talk. Time2Talk can be contacted by telephone on 0300 0120 281 and select Option 1, email [bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net) or write to Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH.