

## **19 Hills Health and Wellbeing Centre**

### **– Frequently Asked Questions**

#### **Which GP Practices will be moving into 19 Hills Health & Wellbeing Centre?**

Ringland Medical Practice will be moving into the new centre on 13th January 2025 followed by Park Surgery early 2025.

#### **Will my GP Practice change name?**

Both practices will retain the same name and there will be no change to practice staff who will relocate into the new building.

#### **Do I need to do anything when I am notified that the surgery I am registered with is relocating to the 19 Hills Health and Wellbeing Centre?**

No. You do not need to do anything.

You will continue to receive care at the existing premises until they relocate to the new 19 Hills Health and Wellbeing Centre.

#### **Will my GP still have access to my medical records?**

Yes, all patient records are electronic and will be available to staff working from the new 19 Hills Health and Wellbeing Centre.

#### **Where will I be able to park?**

There will be two car parks, one for patients which will have 66 spaces and one for staff with 55 spaces available.

#### **What services will be available?**

The 19 Hills Health & Wellbeing Centre will house two existing GP Practices working independently; Ringland Medical Practice and Park Surgery. The centre will bring a range of services for patients together in one place, including General Medical Services, Community Services, Social Care and Third Sector Partners. This development is a fundamental element of the clinical futures model within the Newport Borough, helping the Health Board deliver a wide range of services closer to home for the local community.

**Will we have to re-register once the GP Practice has moved into the new building?**

If you are already a patient of Ringland Medical Practice you will automatically be transferred to the new building once it is opened.

**Are the two GP Practices joining as one?**

No, both Ringland Medical Practice and Park Surgery will continue to run independently, they are just moving to the new Health and Wellbeing Centre to be co-located.

**Will there be a pharmacy in the new building?**

No, access to community pharmacy will remain the same.

**What is the address of the new building?**

The address for the new premises is 19 Hills Health & Wellbeing Centre, 282 Ringland Circle, Ringland, Newport. NP19 9PS.

**Will there be a new telephone number?**

Yes, for Ringland Medical Practice the telephone number will change to 01633 742960 from 13<sup>th</sup> January 2025

**What do I need to do if I want to register with a new GP practice?**

You can register with the GP practice of your choice, providing you are currently residing in their practice boundary.

When you are registered with your new GP practice and have been added to the practice patient list, your medical records will automatically be transferred to your new GP practice.