

Frequently Asked Questions

As at Thursday 30th August (4pm)

Why is Dragon Cottage closing?

Unfortunately the lease expires at the end of September and the landlord has made the decision not to renew the lease.

What do I need to do?

Please do not worry. You do not need to do anything.

You will stay registered with Chiltern House Medical Centre. This means you will be able to see a GP and use all your usual GP services at the surgery in Temple End, High Wycombe, near Morrisons.

Where will I go for my appointments?

Your appointments will now be at Chiltern House Medical Centre, 45-47 Temple End, High Wycombe. HP13 5DN Telephone: 01494 439149

Will I be able to see the same GP?

Staff who work at Dragon Cottage also work at Temple End and so you will still be seen by the same practice staff.

The practice is working hard to get a core team of GPs working for them. Many GPs work part time nowadays and so continuity is often an issue, it is however, one that the team are aware of and trying to address.

How can I get there?

A bus service runs from Holmer Green (Bus Number 1) to High Wycombe bus station. It is a short walk through the shopping centre to the surgery.

Alternatively, it is a short drive into High Wycombe and there is parking at the surgery or you can park in Morrisons (for up to two hours).

www.chilternhousemedicalcentre.co.uk/contact1.aspx

Where is Temple End in High Wycombe?

It is opposite Morrisons.

www.chilternhousemedicalcentre.co.uk/contact1.aspx

Can I park at Morrisons?

You can park at Morrisons for up to two hours for free.

Is there disabled parking at the surgery?

Yes, limited disabled parking is available at the surgery.

Will you be finding a new site in Holmer Green?

We will be looking at options for Holmer Green over the next few months.

We will be asking for your views so that we can understand what you want and how we can meet your needs.

You can see updates on the practice's website and noticeboards in the surgery.

What if I can't get to High Wycombe?

In the first instance, please speak to the practice staff if you feel you are unable to travel to Chiltern House Medical Practice.

The practice is looking at ways of providing different consultation methods e.g. telephone to help with access to services; the practice will be able to provide you with further details.

Can I register at a different surgery?

We would encourage patients to think carefully about registering at a different surgery. If large numbers of patients leave, it limits the options the CCG has to replace the services.

However, should you choose to leave, you can find the practices that are taking patients in your area by visiting www.nhs.uk.

Have you considered alternative sites in Holmer Green?

We will be looking at options for Holmer Green over the next few months.

We will be asking for your views so that we can understand what you want and how we can meet your needs.

Why did we not have more notice about the closure of Dragon Cottage?

It was confirmed on 21st August that the landlord did not want to extend the current lease beyond the end of September 2018. Ahead of this date, we need to vacate the building and attend to any repair work.

The CCG and the practice have been in discussions about the last possible date for providing services to patients. This has now been agreed as 7th September.

What happens to appointments made at Dragon Cottage for after 7th September?

All appointments will now take place at the Temple End site in High Wycombe. Please contact the practice to confirm.

Where can we find out further information as it becomes available?

Information will be available at www.chilternhousemedicalcentre.co.uk/

Do I have to go to Wycombe to manage my repeat prescriptions?

Since 1st August there has been a change in the way repeat prescriptions are being managed across Buckinghamshire.

You need to re-order their medications from the GP practice directly. This affects the ordering only. Patients can continue to have their medication delivered to their home by their pharmacy where this arrangement exists. People can order their medication online or by using the repeat prescription request slip.

Exceptions to this change are:

- Patients who are housebound who cannot order on line, or do not have a carer or representative that can order on their behalf
- Patients using a Monitored Dosage System
- Patients who have a learning disability or dementia who do not have a carer or representative who can order on their behalf

If any of these apply to you, tell the practice and your pharmacy. The GP practice and pharmacist will make a note on your record that the pharmacist is continuing to order your medication. In this case, you will not have to go to Wycombe to order your medicines.

Are there any other ways of getting to Wycombe as I cannot use the bus and do not drive?

In your area, there are the following options:

- Chiltern Dial a ride covering High Wycombe - chiltern-dial-a-ride.net/
- British Red Cross - www.redcross.org.uk/get-help/get-support-at-home/find-your-local-support-at-home-service

Alternatively, you can call the Transport Hub at Community Impact Bucks who can signpost you to services. communityimpactbucks.org.uk/projects/community-transport/