

Frequently Asked Questions

Change of Provider - Northpoint Medical Practice & Princes Medical Centre

Who runs the practices now and why are they changing provider?

Humber Teaching NHS Foundation Trust delivers GP services in Hull at Northpoint Medical Practice and Princes Medical Centre as part of a portfolio of 6 practices across Hull and East Riding.

The practices are part of the Marmot Primary Care Network (PCN) – a group of practices that work together across their local area. The other practices in the network are the James Alexander Family Practice and Dr GT Hendow.

As part of a review into its primary care services, the Trust concluded that there were other providers that would be better able to deliver primary care services in Hull. Following discussions between the Trust, Humber & North Yorkshire Integrated Care Board and James Alexander Family Practice, a way forward which minimises the impact on Marmot PCN and potential destabilisation of PCN working arrangements across the city, was agreed to secure the delivery of GP services to patients at both practices.

James Alexander Family Practice will be taking over the care of patients at both practices from 1st April 2023. The Trust and James Alexander Family Practice are now working together to agree arrangements for the changes.

Why will the James Alexander Practice be the new provider?

Following discussions between Humber Teaching NHS Foundation Trust, Humber & North Yorkshire ICB the decision was taken for James Alexander Family Practice to be the new provider for Northpoint Medical Centre and Princes Medical Centre. This approach minimises the impact on practice patients and primary care in the local area.

These decisions have been taken in line with local and national strategies for the delivery of effective Primary Care at scale through PCNs to ensure the delivery of sustainable patient care for the Practices' patients.

What do I need to do if I am a patient at either practice?

Patients need take no action at all. Your records will be safely and securely transferred electronically to the new provider and your care will be delivered at the same location.

Please DON'T: Ask to change your GP at the moment (unless you are moving out of the area).

Please DO: Try to be kind and respectful to all practice staff who are trying to help you in person, by phone and on social media. They are doing a fantastic job in difficult circumstances and working hard to ensure a smooth changeover.

Do I need to change doctors?

No. Patients will be automatically transferred to the new provider. All patients will receive a letter to notify them of the change. Patients who wish to change providers can do so if they wish. Details of how to do this will be provided in patient communications.

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How will practices let us know about the changes?

We will continue to share general progress updates through practice websites, social media, Patient Participation Group members, the local media, text messages and other communications methods as required.

Notices will be displayed in practices and practice websites will always carry up to date information about the merger.

Will I need to visit another practice for my appointments?

Patients will continue to visit the same locations, Princes Medical Centre and Bransholme Health Centre, for their appointments.

Will the way I make my appointments change after the transfer?

You can continue to make appointments through the practice telephone numbers, website and the NHS app.

Any changes to the way that you make appointments will be shared with you in practice and via the website.

How will the new practice know about my medical history?

All your current medical information will be securely transferred across to the new practice to ensure continuity of care. It's just like when you see a different doctor at your current practice, they have access to your notes and history.

How will staff at the practice be impacted?

Staff will be transferred to the new practices. Both practices are committed to supporting staff throughout the transition.

Workforce is our greatest asset and we are doing everything we can to support them through this period of organisational change. Please can we remind everyone to be respectful and kind to all the staff in person, phone and on social media as they are doing a fantastic job in difficult circumstances.

How will patients be updated throughout the process?

Notices will be displayed in practices and practice websites will always carry up to date information about the merger.

How many GP's will there be and how many hours at work

As a result of the changes to the practices there will be additional clinical appointments available. Clinician appointments are available 8am-6.30pm, Monday to Friday.