



You matter. We care.

Links Medical Practice

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FAQs (frequently asked questions)

• **Who has proposed these changes?**

Links Medical Practice have proposed these changes.

• **Why is my surgery potentially moving?**

We are bringing all our services under one roof.

• **What will be the benefit to patients?**

You will be able to access all our services from Netherton Health Centre. There is a large car park at the rear of the building and ample disabled spaces at the front. Netherton Health Centre is more accessible and user friendly than the branch surgery (Hazel Road).

• **How close is Netherton Health Centre to Hazel Road Surgery?**

It is 2.3 miles.

• **Where would the closest pharmacies be?**

Milan Chemist on Halesowen Road is the closest pharmacy, however you can still have your medication sent to your chosen pharmacy as this is all done electronically.

• **If you move and share a building with other practices, will there be less appointments and longer waiting times to be seen?**

Our main site has been based in Netherton Health Centre since April 2018.

• **I don't drive, how would I get to Netherton Health Centre?**

We are on a direct bus route from Dudley town centre.

From Dudley bus station you can catch 3 buses,

- **19 Travel West Midlands bus service**
- **18 and 25 Diamond bus service**

At present you can catch these from stops on Tower Street.

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

Yes, nothing will change for you.

• **What do I need to do?**

Nothing unless you wish to change to a different GP surgery closer to your home.

• **What will happen to my medical records?**

Your medical records will be kept onsite at Netherton Health Centre.

•Will I still be able to see my usual GP or clinician?

Yes, nothing will change as most of our services run out of Netherton Health Centre already.

•Will there be adequate parking at the new location?

There is a large carpark at the rear of the building.

•Will the new location be accessible for disabled people or those with mobility issues?

Yes as it is all on one level and there are disabled parking bays at the front of the building.

•What if I don't want to continue being a patient at this practice?

If your preference would be to register with a different practice, you will find details of other practices in your area on the NHS Choices website www.nhs.uk or by telephoning NHS England Customer Care Contact Centre on 0300 311 2233.

•How can I share my views on the proposed changes?

We would like to hear your thoughts on this proposal to move:

- **PPG meeting** – Tuesday 29th April 1pm at Netherton Health Centre.
- **Survey** – complete a short survey, <https://forms.office.com/e/Ufgsf5CmTE>
- **Drop-in sessions** –patients can also attend a drop-in session at their surgery:
Netherton health centre: Wednesday 16th April at 12.30pm and Monday 28th April at 4.30pm.
Hazel Road: Tuesday 22nd April 12.30pm

Our public conversation will run until Thursday 8th May 2025, so please ensure you share your views with us before it closes. All feedback will be analysed and a report will be developed which will be considered by the BCICB before they make any decisions.

If you are not available on the above dates and want to get involved or have any general comments, then please get in touch with us via our website.