

## Questions & Answers for Denburn Medical Practice

### **When will Denburn Medical Practice officially begin working as one practice?**

A lot of the work and systems that both practices had have been working jointly since April 2010. The last piece of work that needs to be carried out to complete the merger is work to the computer system which will take place on 23, 24<sup>th</sup> and 25<sup>th</sup> of June. Therefore the practice will be fully operational as one practice from Monday 28<sup>th</sup> June 2010.

### **Does it change where I go when I come to the practice?**

Denburn Medical Practice will occupy both the North and East Wings of Denburn Health Centre. We will be operating one reception in the North Wing of Denburn Health Centre, therefore for some patients this will be a change. Please check in with our reception staff in the North Wing of Denburn Health Centre when you arrive and they will direct you of where to go to be seen.

### **Will I be able to see the same doctor or nurse?**

You will be able to see the same staff but you will now have access to seven doctors, two full time nurses and a part time phlebotomist.

### **Will there be changes to the service I receive?**

We hope to enhance the services you receive and will continue to provide high quality services. We look forward to being able to offer more services due to having a substantial team of healthcare professionals with a broad range of skills and experience. We are fully committed to providing quality medical services to our patients and believe that by working together we can further develop the services we offer to you.

### **Do I still phone the same telephone number?**

For the time being all of the practice telephone numbers will continue to work. However the official telephone number for **Denburn Medical Practice is 01224 643333.**

If you would like more information please speak to your practice manager.