**Will I need to go to a different location to receive care?**No. You will still attend the practice that you always have done to receive care.

**Will the practice’s contact details remain the same?**Yes. You should continue to use the phone numbers and Anima link that you currently do.

**Will I still be able to see my doctor?**Yes. Patients will still be able to see the same healthcare professionals that they are used to seeing.

**Will this merger have any effect on practice opening times?**
We have no plans to change practice opening times through this merger.

**What will actually change?**To patients, you will most likely not see any changes. Over time, this merger will allow us to streamline our processes and the two teams will be able to provide each other with increased levels of support. This means that both teams will be more resilient and allow them to provide improved levels of care to their patients.

**Will I have to re-register?**
No. If you are registered with Nelson Medical Group or Spring Terrace Health Centre, you will still be registered with the practice.

**Who do I contact if I have further queries or questions?**

If you have any queries or other feedback, you can contact the practice via spring.terrace@nhs.net.

You can also contact Healthwatch North Tyneside, the independent champion for patients, is also available to discuss any concerns or questions you may have, as well as the Patient Advice and Liaison Service (PALS):

Healthwatch North Tyneside
Telephone No: (0191) 263 5321
Email: info@healthwatchnorthtyneside.co.uk

Patient Advice and Liaison Service (PALS)
Telephone No: 0800 032 0202
Email: northoftynepals@nhct.nhs.uk