



-  **Bewdley Medical Centre**
-  **The Church Street Surgery**
-  **Hagley Surgery**
-  **Kidderminster Medical Centre**
-  **Stourport Health Centre**
-  **York House Medical Centre**

Below are some questions we have been asked by patients.

1- Can I now book an appointment to see at doctor or nurse at any of the sites?

No. For now you should continue to book appointments etc at your usual site.

2- If I have a problem I used to talk to the Practice Manager. Can I still do this?

The organisational structure of the WFHP is different to when we were 5 surgeries. Each site now has a Site Manager. Any comments or problems should now be directed to them.

3- Is there a Head Office?

The Church Street surgery is being used as a Head Office for postal and legal purposes. The new management team, however, is situated across the 5 sites.

4- What happens to our Patient Participation Group?

Each site's participation group will continue. We believe patient involvement and feedback is very important and the Patient Representative Board Member and Quality & Risk Manager will link into these Groups.



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