

Frequently Asked Questions for Shared Administration

What is a PCN?

PCN stands for Primary Care Network. Box Surgery is part of the PCN covering the Chippenham, Box and Corsham area and is often referred to as the CCB PCN. The other 4 GP practices in our PCN are: Rowden Surgery, Hathaway Surgery, Lodge Surgery and Porch Surgery. Although Box Surgery is part of this PCN, you remain registered with Box Surgery and will continue to be seen by the doctors and nurses of Box Surgery.

What are the aims of PCNs?

- To focus services around local communities.
- To help rebuild and reconnect the primary healthcare team across the area.
- To allow GPs and primary care practitioners to deliver a new model of care for their patients and communities.

What does Shared Administration mean?

Shared Administration means that clinicians and authorised administrative staff will be able to access the medical notes of all patients from all 5 GP practices within our PCN. This allows us to streamline the care we offer to patients. For example, you could receive a same-day appointment with a physiotherapist working at another surgery within our PCN. There is also the 'Hot Hub' where patients with suspect COVID-19 are being reviewed in a separate, clean and safe environment away from the other 5 GP practices to ensure everyone's safety.

Can I opt out of this?

Yes, you are able to opt out of this new way of sharing access to your medical records. If you wish to opt out please contact the surgery on 01225 742361 or email us at boxsurgery@nhs.net and we will update your records.

How secure is my data and who can access it?

We want to reassure you that all of the GP practices in our PCN have very strict rules about how and when our patients' notes can be accessed and that your ongoing privacy is of the utmost important to us.

If you still have concerns or questions that have not been answered here please contact the surgery and we will do our best to help you.