

FREQUENTLY ASKED QUESTIONS RE MERGER OF WEST ROAD AND NEW WESTBOROUGH SURGERIES

February 2018

Dear Patient,

We are pleased to announce that West Road Surgery and New Westborough Surgery have applied to join together to form a new practice with effect from 3rd April 2018. The practices worked closely together on the development of North Road Primary Care Centre and see this as the next step for the future of general practice. Dr Gul is approaching his retirement and wants to plan effectively for the future provision of primary medical services for his registered population. We believe that the merger is in the best interests of all our patients and that together we will be in a stronger position to meet the needs of our locality. Below is some further information on why we have made this decision and what the next steps are:

Why merge the practices?

The NHS is changing rapidly and NHS England is mandating practices to work much more collaboratively across larger patient populations. We want to ensure that the patients of both practices continue to receive high quality medical care. We are now looking after patients with complex medical problems; patients with more than one long term illness as well as increasing patient expectation. We want to continue to be able to offer a personal approach to those with long term health problems as well as be able to respond to those with more urgent health needs. We feel the best way to ensure this happens is to bring together both practices so that we can share our pool of knowledge and skills. Being a larger practice, we will be in a better position to provide sufficient doctors and nurses to better meet demand.

The workload of a current GP Practice has increased enormously in recent years and we want to make sure that time is used most effectively. At present both practices are duplicating many routine tasks and by coming together we hope to make time efficiencies which will free up staff to focus on improvements in our current services as well as responding to new initiatives.

An application has been made to NHS England which will need to be approved to enable the merger to take place.

What will the Practice be called?

The name of the merged Practice will be West Road Surgery.

Will I be able to see my usual Doctor or Nurse?

Continuity of care is valued by both patients and doctors. Even though there will be a larger team of doctors and nurses, every effort will be made to maintain continuity. For urgent health problems, you will still be seen on the same day but we will have increased flexibility to respond more effectively to the daily demand.

I have a long term health problem – how will this affect my care?

Every effort will be made to ensure that you continue to see your preferred GP for ongoing care. If you usually attend a specific clinic such as diabetes, etc. then this will continue. By sharing the expertise and skills of staff from both practices, we can ensure our current services are of the highest quality.

See overleaf

Will your Opening Hours Change?

Core opening hours will remain the same with telephone lines open for all patients from 8.00am until 6.30 pm Monday to Friday. Both Practices currently provide extra clinics outside our core opening times and these will be combined.

Booking appointments – will I see any changes?

The Practices have different appointment models. This is an area we will be looking at in detail to ensure that the appointment system for the new practice is as user friendly as possible and offers the correct balance of routine and urgent appointments.

My Medical Records – how will these be affected?

Our clinical system provider will merge the electronic records of all our patients. Whichever clinician manages your care, they will be able to access your records no matter which Practice you were members of. All paper records are stored securely at present and these will be merged for ease of access.

Prescriptions – how will these be affected?

With a shared computer system there should be no change to the current way in which you order or receive your prescriptions. If you order your prescriptions online then we may need to update your access details, further information will be provided as we ourselves find out more about the process that will be required.

Patient Participation Group

Both practices have a Patient Group. Our expectation is that both groups will join together to form one entity. If you are interested in finding out more about the patient participation group please ask Reception.

Keeping you Informed

We will post regular updates on our websites, provide paper updates at the health centre, hold an open session for patients to come along to (date to be advised once formal approval is received), and consult our patient participation groups. We value your views, and if you have any questions or comments, please address them to either Surgery.