

# Practice Merger

## FREQUENTLY ASKED QUESTIONS FOR PATIENTS COLLEGE YARD AND HIGHNAM SURGERY CHELTENHAM ROAD SURGERY

### Question : What will the change mean for me?

**Answer :** At the current time, as a patient of the practice, whether College Yard and Highnam Surgery or Cheltenham Road Surgery, the change is purely administrative. We will continue to work from separate sites exactly as we do at the moment. We do have plans to close the College Yard site within the next three years, which we are currently consulting our patients on. You may find that we share clinical resources such as Nurses or Doctors covering for each other during holidays instead of employing outside Locums.

### Question : When is the merger taking place?

**Answer :** The planned date for merging is the 1<sup>st</sup> April 2018. We will start the process of co-ordinating our systems leading up to this date, and it may only be possible to join together some processes after this date.

### Question : Will I still be able to see my usual GP or nurse ?

**Answer :** Yes, the practice is not changing the GP Partners, Salaried GPs or any of the nursing team as a result of the merger.

### Question : Will I be able to see a Doctor at any of the branch surgeries?

**Answer :** Yes, as part of the merger, we will be combining our patient lists so that College Yard and Highnam patients can be seen at Cheltenham Road Surgery if that is more convenient for you, and vice versa.

### Question : Will practice boundaries change?

**Answer :** The merged practice will retain the existing boundaries of both Cheltenham Road Surgery and College Yard and Highnam Surgery. Therefore, if you live within the existing practice boundaries you will be able to stay registered with the new practice.

### Question : Do I need to do anything as a patient to remain on the list ?

**Answer :** No – patients will be automatically transferred onto the new practice list.

### Question : What if I have moved from one practice to the other already?

**Answer :** If, for some reason, you chose to change Practices in the past there is no reason why you cannot continue as a patient with the new merged practice. If, however, you are uncomfortable with receiving your care from the practice you left, then you are of course free to consider registering elsewhere.

### Question : What if I do not wish to remain registered with the new practice?

**Answer :** Firstly, if you have any particular concerns that could be answered without the need for you to change, do speak to us first. If you still feel that for some reason you do not wish to be a patient at the new partnership, you are free to register with another practice that covers your area.

**Question : Will the telephone numbers change ?**

**Answer :** Not at present. This will be reviewed as part of the merger project. If a decision is made to introduce new numbers, we will ensure you are informed of this before it happens.

**Question - Will you have to lose any administration staff?**

**Answer :** No – we are both very busy practices and we do not anticipate losing staff.

**Question : Will this affect my referrals to hospital ?**

**Answer :** No – Any patient who is currently undergoing investigations or treatment at a hospital will be unaffected by these changes.

**Question : Will the clinical computer system remain the same ?**

**Answer :** Yes. Cheltenham Road Surgery will be moving onto the same system as College Yard/Highnam in the next few months. This will make it easier for us to share your records and improve services for you.

**Question : What will the new practice be called?**

**Answer :** We will be looking for a new name for the merged practice, but this has not yet been decided.

**Question : Is it a merger or a takeover?**

**Answer :** This is a joining together of both surgeries and the new partnership will consist of the current partners from both surgeries. We are in the process of looking at how we operate and aligning our systems and processes to best suit the needs of the new, merged practice.

**Question : What if I have any comments or further questions about the merger?**

**Answer :** We are consulting with patients on the closure of College Yard. Please complete the survey online through our website or take a copy from the waiting room. If you have any comments or questions about the merger please address them to Adam Beard, our Practice Manager in writing to the surgery or email him at [adam.beard@nhs.net](mailto:adam.beard@nhs.net)

**Both Practices would like to reinforce their enthusiasm for this exciting change. We know that it will be mutually beneficial to Practice Teams and Patients alike. Not only is it important to ensure stability in very challenging times for the NHS but our own aspirations to provide a long term commitment to offer the very best service we can to the people of Gloucester. This will be undoubtedly strengthened by working together as a supportive and innovative Partnership.**