

## **MERGER OF THE HUMBER ROAD, MELBOURNE HOUSE AND TENNYSON HOUSE GP PRACTICES**

### **FREQUENTLY ASKED QUESTIONS**

**Q. Which practices are involved in the merger?**

A. We are seeking to merge the following practices:

- Humber Road Surgery, 27 Humber Road, Chelmsford CM1 7PE
- Melbourne House Surgery, Melbourne Avenue, Chelmsford CM1 2DY
- Tennyson House Surgery, 20 Merlin Place, Chelmsford CM1 4HW

**Q. Why are you seeking to merge?**

A. We believe that our three surgeries currently offer a high standard of personalised care, but as comparatively small practices we are vulnerable to many of the challenges facing primary care such as recruitment, rising demand and a decreasing number of prospective GP partners. In addition, newer models of care and work for allied professionals are harder to put in place in a smaller practice. We believe that forming a larger practice will improve our sustainability for the future, which means continuity for our patients and the opportunity for them to benefit from a wider range of services and innovative working.

**Q. What is the anticipated timescale for the merger?**

A. NHS England & Improvement and Mid Essex CCG will be considering our merger application at their Joint Primary Care Commissioning Committee meeting on 8 October 2019. If the application is approved, we hope that the merger will become effective from mid November.

**Q. Are you planning to close any of the current surgery premises if a merger is approved?**

A. No, however the Humber Road practice is currently seeking separate approval to close its branch surgery at Sunrise Avenue. This is because the practice has continued to experience difficulty in managing and sustaining the Sunrise branch surgery and is not connected to the merger application.

**Q. Will I still be able to access my current GP or the GP of my choice?**

A. In the majority of cases you will still be able to access your current GP or the GP of your choice. However it should be noted that Dr Dawton, the principal GP working at Sunrise Avenue, is planning to retire in the next 6 months.

**Q. Will I still be able to see the Nurse of my choice?**

A. Yes – you will still be able to access the Nurse you usually see or the Nurse of your choice. Some members of our Nursing teams are trained and experienced in different areas and our reception staff will always arrange your appointment for you with the most appropriate member of the Nursing team.

**Q. What appointment availability will there be in the future merged practices?**

A. All three of our practices are open between 8 am and 6.30 pm from Monday to Friday. All practices now also offer appointments outside these core hours, in the early morning or evening.

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**Q. How will I book an appointment after the merger?**

A. Appointments should be booked directly with your preferred practice either in person, by phone, online or via the NHS App on your smart phone.

**Q. How will I get my prescription?**

A. Prescriptions can be ordered in the same way as usual via your local pharmacy, online or by handing your repeat request into the surgery.

**Q. How will you improve the range and quality of services that are available to patients?**

A. Merging our practices will allow us to expand the number of services available to patients and attract a range of staff with complementary skills to our own. The merger will also support the delivery of extended hours, increasing the number of appointments that we are able to make available to patients.

**Q. Will any service currently offered be removed or stopped?**

A. No – following the merger all the services that we currently offer under the GP contract will continue to be provided.

**Q. Will any new services be introduced?**

A. We certainly hope so! One of the main reasons for merging practices is for us to be able to improve and expand the services that we are able to provide to our patients.

**Q. Will there be any changes to how I access the GP out of hour's service?**

A. No – in order to access a GP when the practices are closed, you will still need to telephone the NHS 111 service and they will either signpost you to the most appropriate service or arrange for you to access a GP.

**Q. Will I need to re-register to remain on the practice list? Will my health records be transferred?**

A. No – your registration will remain with your current practice and your health records will remain at your original practice site. The only way your registration will change will be if you choose to register at a different practice (providing you are within their practice boundary area).

**Q. Will there be any changes to the telephone or clinical systems when the merger takes place?**

A. All three of our practices operate the SystemOne clinical system and we have already begun preparing for a data merger in anticipation of our application being approved. At present we do not plan to make any changes to the phone arrangements in place for each site.

**Q. Will this affect any treatment or medication I am currently receiving either at the GP practice or any hospital?**

A. No – all current treatments, medications or investigations you are receiving from any hospital or other healthcare provider will be unaffected by the merger.

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