

Chiswick Medical Practice Engagement Commitment

Chiswick Family Practice, Grove Park Surgery and Wellesley Road Surgery wish to merge to form the Chiswick Medical Practice. The proposed merger date is January 2024.

The Partners and staff of all three practices and their respective Patients Participation Groups (PPG) will work together to ensure that patients are fully engaged with the merger process. After the merger, the new Practice and its Patient Participation Group will work closely together in order to enhance patient engagement to ensure the best possible experience for all our patients.

Leading up to the merger our plans include the following:

- **Three Face-to-Face/online Patient Events:** We will organize a series of face-to-face events where you can meet with our doctors, members of the PPG, and representatives from the new healthcare entity. These events will provide an opportunity to ask questions, share concerns, and gain a deeper understanding of the merger process.
- **Feedback Form on Website:** We will create a dedicated feedback form on our website to allow you to easily share your thoughts, questions, and suggestions regarding the merger. Your feedback will be closely monitored and considered in the practice's decision-making processes.
- **Email to schools** with information about the merger for newsletters and dissemination to families.
- **Text to patients over 14** with a valid mobile number pointing to the website notice about the merger and feedback form.
- **Email to Chiswick W4 website and Chiswick Calendar** asking them to publicise the patient consultation events
- **Letter to patients with no active mobile number** informing them of the merger
- **Information in waiting rooms and on patient waiting room screens.**

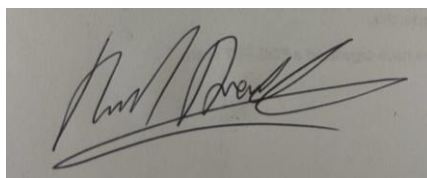
Following the merger, we will:

- Create a **suggested structure for the management team for the PPG** and take forward for agreement with the wider PPGs.
- Organise **PPG meetings for the next calendar year**, attended by a practice partner
- **Design a Patient Survey:** We will collaborate with the Patient Group to design a comprehensive patient survey. This survey will cover various aspects of your healthcare experience and expectations during and after the merger. Your input will directly influence the future of our practice.

- **Subsequent Action Plan:** Following the patient survey, we will develop an action plan in partnership with the PPG to address your concerns and suggestions. Your feedback will guide us in making improvements to our services.
- **Review of PPG Terms of Reference:** We will work with the PPG to review and update the Terms of Reference for the group, ensuring that it reflects the practices and PPG's commitment to collaboration with patients.

Signed by the partners:

Gabriella Muallem

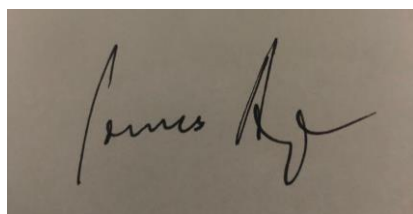


Preethi Venkatesham Shanta Sethurajan

**Dr Gabriella Muallem Dr Richard Drewry Dr Shantha Sethurajan Dr Preethi Venkatesham
– GP Partners Chiswick Family Doctors Practice, Grove Park Surgery and Wellesley Road Practice**

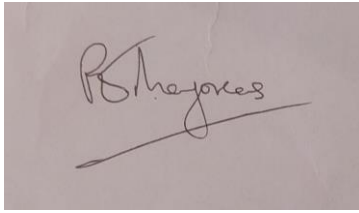
And also on behalf of all the staff at Wellesley Road Practice, Chiswick Family Doctors Practice and Grove Park Surgery

The PPG Chairs will work to support the merger of the three practices and endorse this commitment to engage with patients.



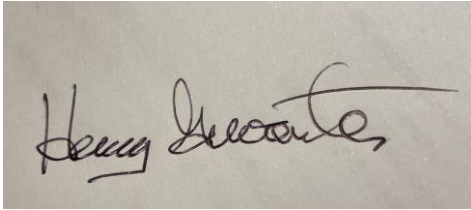
Signed:

James Armitage PPG Chair Grove Park Surgery Patients Group

A handwritten signature in dark ink on a light-colored background. The signature appears to be 'P. Mayorcas' with a long horizontal stroke underneath.

Signed:

Pamela Mayorcas PPG representative Wellesley Road

A handwritten signature in dark ink on a light-colored background. The signature appears to be 'Henry Gewanter' with a long horizontal stroke extending from the end.

Signed:

Henry Gewanter PPG Chair Chiswick Family Doctors