

Proposed merger of Grove Park Surgery, Chiswick Family Doctors Practice and Wellesley Road Surgery.

Proposed date of merger 01/01/2024

Frequently Asked Questions (FAQs)

1. When will the proposed merger take place?

The practices have already been working closely together for the last 2 years and the same GP partners are managing all three practices alongside a shared management team.

The merger outlined in the business case started in July 2023 with back-office functions merging and is proposed to complete on 01/01/2024 where there will be a merger of the clinical systems and merger of the GMS contracts.

2. Will I still be able to make appointments to be seen at my usual doctor's surgery?

Yes. We will continue to provide daily appointments to see doctors, nurses and healthcare support workers at your GP practice.

3. Will I be able to make appointments to see a doctor or health professional at the other site?

Yes. Patients will be able to use any of the 3 existing sites to see a clinician once the merger is complete which is due 01/01/2024, therefore providing greater access to a wider range of services and availability.

4. Will my usual surgery opening times stay the same?

Yes. The merged practice will continue to deliver services between 8.00 and 18.30 and the hope is to increase the services available to all patients including Saturday clinics.

5. Will there be changes made to the way I book appointments?

Yes. The merged practice will continue to offer the same access including in person, telephone, e mail or via online consultation software.

There will be changes to the provider of the online consultation software. This new provider will be called Klinik, and this new system will replace the current system called Patches and will start on the 01/11/2023.

6. What is Klinik?

Klinik is an online consultation service and appointment solution for GP practices that will replace Patches. It makes it possible to contact a GP practice online through a GP practice website or link.

7. Why use Klinik?

Klinik will help the GP practice staff to prioritise patient requests and help us work better in the practice – more so than Patches.

The 3 practices also recognise some patients find it difficult to get through on the phone (GP Patient survey) and having a better online access system will help us to free up our telephones and give patients choice.

8. How will Klinik affect me?

When you have a new problem or a problem that has got worse, you will be asked to complete an online form which will ask you for some information to help us understand your problem better.

If you cannot complete the form yourself one of the practice staff will complete this on your behalf.

9. I value my relationship with my GP, will that relationship be preserved?

Yes. We will be working to make on the day care safe, accessible and effective to free up capacity for continuity of care

10. Will the new Klinik appointments booking system compromise patient confidentiality?

No. All data is stored and meets the strict NHS data security regulations and standards. Your GP practice is the data controller and Klinik acts as a data processor meaning that all personal data is accessed only by GP practices and professionals.

11. Will I still ring the same number I always have?

Yes. The telephone numbers will remain the same. We may look at a single telephone system for all sites in the future but we are keen to keep all existing numbers and make the system as simple for patients to use as possible.

12. What will be merged Practice be called? Will the name of my Practice change?

Yes. The new merged practice will be called Chiswick Medical Practice.

13. Will the current arrangements that I have in place for getting my medicines stay the same?

Yes. There are no changes anticipated at present and any future changes in process will be fully communicated to patients.

14. Will the intended merge affect any treatment or medication I am currently receiving either at my usual surgery or any hospital?

No. Any current treatments, medications, investigations and/or referrals will not be affected by our intentions to merge.

15. Will I need to re-register to become a patient of the single GP Practice? What will happen to my health records?

No, you will not need to reregister. All of our patients will automatically be merged into a single GP Practice and your health records will reside within a single patient database.

The NHS safeguards in relation to patient confidentiality of information will continue to remain in place throughout the transition.

16. Will the single GP Practice be able to provide new services to patients?

One of the main benefits of merging is to be able to expand the services that we are able to provide locally. For example, we hope to be able to include access to see other healthcare professionals e.g. Advanced Nurse Practitioners and access to minor surgery clinics.

17. How will the new arrangement benefit GPs and Nurses at the practice?

Our GPs, Nurses and Healthcare Support Workers will all have access to a wider pool of clinical knowledge and expertise and will have more opportunities to specialise in areas such as diabetes, care of the elderly, palliative care and urgent care access.

We also anticipate that the current level of administrative tasks our clinical staff performs will be dramatically reduced; allowing more time to spend on responding to and delivering the clinical care our patients need.

We will also be able to better cover any planned or unplanned absences which we hope will alleviate the resulting pressures felt by remaining staff. In addition, we should also be able to reduce our reliance on expensive locum and bank staff.

We also anticipate that all of our staff will be provided with greater opportunities for enhanced training and career development.

18. Will patients have to wait longer for appointments?

No, patients will get access to more appointments that are more appropriately managed by the right person. As part of working more efficiently across the 3 practices, we will be consistently improving the access model.

19. Will any service that is currently offered by my usual surgery be removed or stopped?

No. We do not anticipate services being removed or stopped. If anything, we anticipate that this merger will bring about a greater choice of services.

20. Will I have to go to another GP Practice site for consultations and/or treatments?

Most of the practice staff will be working at existing sites. However, a wider range of appointments will be available and patients will be given the choice whether they would like to attend sooner appointments at different sites.

21. Will there be any changes to how I access the GP out of hours service?

No. In order to access a GP when the merged practice is closed, you will still continue 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.

22. Is there a risk of the practices going private?

No. It would not be in line with the vision and ethos of either practice to consider this an option. This is another reason for merging. There is a national shortage of doctors and practices with more opportunities are more appealing to doctors looking for a practice to join.

23. What will happen with our Patient Participation Groups?

The PPG members from both practices are currently discussing the options for the PPGs going forwards. We hope this may be a good opportunity to merge the three groups and represent the patients from our whole locality in one PPG. We look forward to sharing the outcomes of the current discussions with our patients.

24. If we don't merge what will the future look like?

General practice is seeing a substantial increase in demand coupled with fewer doctors choosing a career in primary care. To ensure we can continue to provide a high standard of care that is sustainable for the future the partners at both practices believe this merger needs to happen.

25. Will the merged practice merge again with more practices in the future?

We do not currently have any plans to merge again after this merger. However, we already work closely with other practices in our locality and see the benefits of working together in a variety of ways. It will always be of the utmost importance to our Partners and staff that other practices we work with share our personal, patient-centred approach.

26. Who makes the final decision? Is it already a 'given' that it will go ahead?

The 3 practices have submitted a business case to ask for approval for the merger from the local ICB.

27. Will my feedback be listened to?

Yes. We really value the input our patients and stakeholders can contribute to this process. We are trying to provide the best possible service to meet our patient and community needs so it helps us to know what you would like to see and why.

28. How will I know when the merger has taken place?

Once the merger has been approved, we will contact all our patients by text (if we have appropriate details/consent) to keep them informed of progress. We will also update both Practice websites.

29. I have further questions I would like to ask and / or comments I would like to make. How do I do this?

You can put these in writing via the practice website where there is a link to a patient feedback form. There will also be a patient consultation event being held on 4 October 2024 6.30. Please complete patient feedback form to log your details and so we can confirm the location.

30. Will Wellesley Road site remain open and how long is the lease?

There are no plans for any site to close and the lease at Wellesley Road is currently with solicitors and planned to be for the next 15 years.

31. How can I hear more about the merger?

We will be holding 3 face to face events that will also be on Microsoft teams. One took place on 4th October. Future dates are planned for:

Wednesday 11/10/2023 13.00 -

Monday 16/10/2023 08.00am

Location to be arranged depending on numbers. To register your interest to either attend face to face or via online, please complete the online feedback form on the practice websites.