



Avenue House & Hasland Partnership- Important Information for Patients

In April 2014 Avenue House Surgery and St Philips Drive Surgery in Hasland merged together to form one organisation working across two sites. The new partnership has now applied to the Clinical Commissioning Group and NHS England to form a further merger with Hasland Medical Centre (Jepson Road, Hasland)

We want to ask for patient views and comments on this intention and have prepared some information to help our patients understand the proposal.

➤ **“Why are the surgeries planning to merge?”**

We envisage that we will be able to offer more effective and efficient services to our patients as part of a larger organisation and would hope that this would also lead to improved flexibility and access for patients. This should also lead to increased job security for our staff through more efficient processes and greater economies of scale. We also think this will help all the practices work towards the wider NHS plans for more joined up care and extended access. GP services are currently under pressure, it is becoming difficult to recruit new GPs and practices are finding that working together helps make the service more resilient.

➤ **“How will I contact my surgery?”**

You will continue to contact your surgery by the usual telephone number as before and any queries/appointments will be dealt with/made by the staff at your usual surgery.

➤ **“Will I be able to drop my prescription off at any surgery site?”**

No, each site will continue to manage repeat prescriptions for its registered patients.

➤ **“Will any of the surgeries be closing either now or in the future?”**

There are no plans to close any of the surgeries and each surgery will continue to offer services to its existing patients and each site will continue to remain open for registering patients. Currently, each surgery site is continuing to grow in patient numbers year on year.

➤ **“Will I need to travel to a different surgery to see my usual GP?”**

No, all GPs will continue to work at their present site, the only time you may be invited to attend a different site is to access services not provided at your usual surgery.

➤ **“Will the same number of appointments still be offered at all sites?”**

Yes, there are no planned changes to the number of GP/Nurse sessions currently offered across all sites. During busy holiday periods and if your usual GP surgery clinics are full you may be offered an appointment at another site but it will be your own choice whether to accept this or not.

➤ **“Can patients attend for appointments at the other sites if they wish to?”**

Patients will be able to attend for an appointment at one of the other sites to access services not currently available at their usual practice.

➤ **“How will patients have a choice of GP in future?”**

Patients will have a choice of registering at their surgery of choice (patient living in Hasland will be able to register at their nearest surgery and patients living in central Chesterfield at Avenue House) and their health will be managed by the Clinicians working at that surgery. Current registered patients at each site will continue to be cared for by their usual GPs.

➤ **“Will I be able to access any site for extended hours opening?”**

For the present time each site will continue to operate normal extended hours opening. Future considerations may be alternating extended hours between the Hasland sites.

Both sites are also part of a pilot offering patients of Hasland Medical Centre and Avenue House and Hasland Partnership appointments in the evenings on weekdays between 6.30pm and 8pm and on Saturday and Sunday mornings. All patients wishing to be seen at these times will have to attend Avenue House surgery for that appointment. These appointments can be booked by phoning your usual surgery.

➤ **“What will be the new business name?”**

We may consider a new ‘group’ business name but this has not yet been decided. Each individual site will retain their current ‘branch’ names

➤ **“When will the planned merger take place?”**

The merger is planned for the start of the new financial year - 1 April 2018

➤ **“What is the impact of the merger with the Care Quality Commission (CQC)?”**

As we will be a new organisation, we will have to amend our registration with the CQC. All sites have recently been inspected – Hasland Medical Centre have received a rating of ‘Good’, Avenue and Hasland Partnership has received a rating of ‘Good’.

➤ **“What are the benefits to Patients?”**

Patients will be able to access the same services at the same site as now, so they should notice very little difference. Patients may also be able to access new services at the other sites that are not available to them at present. Patients will experience additional flexibility and increased access as services become available to them from different sites. We hope the merger will give more stability to the practices and help the staff to deal with an increasing primary care workload.

➤ **“Will there be staff redundancies?”**

There are no planned staff redundancies, each site will continue to operate as at present with current staffing levels.

➤ **“Will this have an impact on the number of appointments available at my surgery?”**

No, surgeries will run in the same way and access for patients will not change as a result of the proposed merger.

➤ **“Will this have an impact on the parking available at my surgery?”**

No, as the surgeries will run in the same way, we don't expect the proposed merger to have an impact on parking at either site.

➤ **“Are there any risks involved?”**

There are always potential risks involved when making changes and we are confident that our careful and considered approach to the merger will not destabilise any of the practices. There are currently a lot of pressures on general practice and we hope that this merger and associated benefits will improve stability and enable us to continue to deliver the quality services to our patients that we are proud of.