

## **Intended GP Practice Merger Patient Questions & Answers**

Alongside our intended press release, the following questions and answers have been prepared to assist all patients of the following 2 GP Practices who, **subject to all regulatory approvals**, intend to merge to form a single GP Practice

Jorvik Gillygate – Woolpack House & Southbank Sites;  
East Parade Medical Centre

As our plans develop further and following a series of patient engagement events, we will continually refresh, update and add to these.

### **Q1. When will the merge to the new Practice take place?**

It is anticipated that the merge will take place within the next 4 months subject to all regulatory approvals and following extensive engagement with patients and all of the staff who are employed by each of the 2 GP practices noted above.

### **Q2. Will I still be able to make an appointment to see my usual doctor or nurse?**

Yes. We very much value all of the one to one relationships our patients have with our doctors and nurses. It is therefore expected that merging practices will further increase our ability to provide you with continuity of care and access to your usual doctor and/or nurse. We also expect to be able to reduce the need for locum doctors at East Parade and provide you with a greater number of highly skilled local doctors and nurses in the event that your usual doctor or nurse is absent from work.

### **Q3. Will I still be able to make appointments at my usual doctor's surgery?**

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

### **Q4. Will my usual surgery opening times stay the same?**

We are planning on increasing the opening hours at East Parade, offering increased access to our patients.

**Q5. Will there be changes made to the way I book appointments?**

No. We are not currently anticipating any changes to the way you book appointments and you will therefore continue to be able to book these in the same way as you do now. As now, we will also continue to contact all of our patients who require scheduled vaccinations, chronic disease reviews or routine screening e.g. cervical screening tests, etc...

**Q6. Will I be able to make an appointment to see a doctor and/or nurse at another GP practice site?**

As our plans fully develop, we expect that you will be able to request appointments with any doctor and/or nurse from any of our 3 practice sites, therefore providing you with greater access to a wider range of services and availability.

**Q7. Will I have to go to another GP Practice site for consultations and/or treatments?**

No. However, if in the future we feel that one of the other sites provides a better or more appropriate service for specific patients – for example a particular doctor or nurse at one site may specialise in COPD or diabetes you may be asked if you would like to attend there in order to access more specialised care if this is appropriate and you choose this option.

**Q8. 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. In the event that the contracts against which we deliver are changed by the Vale of York CCG or NHSE, we would be unable to influence these changes.

**Q9. Will there be any changes to how I access the GP out of hours service?**

No. In order to access a GP when the new practice is closed, you will still continue to have access to the out of hours service or the option 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.

**Q10. Will the current arrangements that I have in place for getting my medicines stay the same?**

Yes.

**Q11. 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 or investigations will not be affected by our intentions to merge.

**Q12. 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 re-register and we also anticipate that you will remain registered with the same GP as you are now. 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.

**Q13. Will the single GP Practice be able to provide new services to patients?**

One of the main reasons to merge and form a larger practice, is for us to be able to expand the services that we are able to provide locally. For example, we hope to be able to offer access to see other healthcare professionals e.g. Pharmacists for medication reviews, Physician Associates to all patients etc.

**Q14. How will the new arrangement benefit GPs and Nurses at the practice?**

Our GPs, Pharmacist, ACPs, Physician Associates, Nurses and Healthcare Support Workers will all have access to a wider pool of clinical knowledge and expertise to draw upon and we will have far greater 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 that our clinical staff perform will be dramatically reduced, therefore allowing them 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.

**Q15. 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 for the attention of the Practice Manager at your usual surgery. We will aim to respond to any questions / comments within 10 working days of receipt.