

MANOR WAY SURGERY

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Proposed practice merger between Lee Medical Practice and Manor Way Surgery

Dear stakeholder,

We are writing to you to inform you of our exciting plans to merge our two GP practices – Manor Way Surgery and the Lee Medical Practice.

We will still be operating from the same building but we will take on a new name. We will be called **Solent View Medical Practice**.

We are currently in the process of informing our patients via their representatives on our Patient Participation Group. In liaison with NHS Fareham and Gosport Clinical Commissioning Group (CCG), we will then be conducting much wider communications work – of which this letter to you is a part

As you know, we have for years operated under the roof of the same building. At this stage, our proposal to merge is just that – our plans will need to be ratified by the CCG and, once we have completed the necessary paperwork, we hope to formally submit our proposals to them for determining this autumn. The CCG is obviously already fully aware of our intentions.

If approved, we hope the merger would become effective from 1st April 2019. Many of you will be aware that the NHS - and general practice in particular - is facing unprecedented demands and pressures on its services at a time when there are real challenges on both GP and nurse recruitment and retention.

So why are we proposing to merge – and why will it be good for our patients?

First and foremost, a merger will help ensure our long-term sustainability so that we can continue to serve patients in the heart of our community.

We strongly believe that by becoming a single practice, and pooling our clinical skills and staffing resources, will be able to offer improved high-quality services and access to those services, for our patients. It will also help us provide much more robust cover for staff holiday leave and sickness.

One obvious reduced complication about our merger compared to others in the area that you may be aware of is the fact that as we are already based in the same building which means that no patients will have to travel further than they already do. Other advantages:

- The merger will allow us to further develop our joint Same Day Access service, giving patients more choice of GPs
- It will eliminate the duplication of nursing and administrative services across the two practices, saving us time to deal faster with patient enquiries
- We will be able to attract a wider range of medical professionals to diversity the services we offer patients
- There will be more choice of nurses available for screening services
- The minor surgery injections and cutting service provided by Lee Medical Practice will be extended to patients of Manor Way, who don't currently receive the cutting service.
- More choice of male and female Doctors.

We also plan to review the extended hour's opening times we offer patients, after we have consulted and engaged with our patients.

All existing services offered by both practices will continue. There will be no job losses at either practice – in fact the opposite. It is our intention to recruit.

If you want to speak to us about our plans, or get more information, please email our Practice Manager Janette Hadley janette.hadley@nhs.net.

Information about registering at GP practices can be found at www.nhs.uk

Thank you.

Proposed practice merger between Lee Medical Practice and Manor Way Surgery: Your top 12 key questions answered

1) **What is being proposed?**

Our two practices are putting together an application for a formal merger – so that we become one single practice, pooling our clinical skills and staffing resources to ensure that we can continue in the future to provide the high-quality health services than you, our valued patients, rightfully expect from us.

2) **Why are you doing this?**

This is about:

- **Ensuring the long-term sustainability of both our practices.** Many of you will know already that the NHS in general, and GP practices in particular, have never been faced such great demand for their services, and that there are major concerns over staff recruitment and retention, particularly doctors and nurses. This is a real problem for us all in the Gosport area.

- **Workforce.** Combining our pool of staff will help us cope much better with issues like cover for holiday leave or sickness and therefore obviously help us to maintain our services to you.

- **Improved access for patients.** The merger will allow us to further develop our joint Same Day Access service. It will give you more choice of GPs and it will eliminate the duplication of nursing and administrative services across the two practices, saving us time to deal faster with your other enquiries.

3) **When is this proposed to happen?**

Our hope and plan is that the merger will become effective from April 1, 2019 – BUT the proposal first has to be approved by NHS Fareham and Gosport Clinical Commissioning Group (CCG), as the commissioners of most local health services for this area. The CCG has been working with us to help prepare for the change, and a decision is likely to be taken by the CCG sometime this autumn.

4) **How will this affect us as patients – are there any benefits?**

Apart from the explanation in Question 2 above, we hope that the merged practice, with its combined resources, will be able to attract a wider range of medical professionals to diversify the services we offer you. As well as currently providing joint urgent care, we are also working with two other surgeries – Stubbington and Rowner – to provide a Joint Home Visiting Service.

There will be more choice of nurses available for screening services. Patients will continue to be invited for screening, and reminders sent.

We will also review our current provision of 'extended hours' that we offer you – that is the times we open over and above our core opening hours. At present, Lee Medical Practice offers morning and evening appointments – and Manor Way Saturday appointments. We will survey patients to find out your preferences and keep you fully informed of our intentions.

5) **Are there any services currently provided by either practice that will not be provided by the merged practice?**

No. All your existing services will continue. This merger is not about saving money –

it is about providing you with the best possible health services that we can, not only now but in the future.

6) **Are there any services not currently provided by either practice that will be provided by the merged practice?**

Yes. Manor Way currently provides minor surgery injections. Lee provides both injections and cutting – after the merger all patients will be able to have both injections and cutting.

7) **Will the way we book appointments change?**

Until our existing phone contracts can be updated, patients will continue to be able to call either practice phone line. All routine appointments will be available for online booking. Both practices currently book onto one system for a joint Same Day Service.

8) **Has the final decision to merge been made?**

Our GP partners have decided that this is the course of action they would like to take – but, as stated earlier, our plan needs the approval of the CCG and both we – and the CCG - need to engage with other stakeholders, including NHS England. We have already met with members of your Patient Participation Group, as your patient representatives – and they supported our plans. We hope you will be too.

9) **Who else is involved?**

With the help of the CCG, and to ensure that as many people as possible are kept fully informed, a number of other stakeholders will be involved – including Hampshire County Council and Gosport Borough Council; the MP for Gosport; the local ward councillors; relevant professional medical bodies and NHS trusts, including those who provide services in the Gosport area; and neighbouring GP practices..

10) **Who can I speak to at the practice about this?**

We understand that any change can be unsettling for some patients. There have been many practice mergers in south east Hampshire in the last three years – but not too many where both practices involved already share the same building, which we strongly believe should make this process a great deal easier for all concerned. For you, the 12,000 patients registered on both practice lists, we believe the change will be minimal.

11) **Are all the staff at both practices keeping their jobs?**

Yes definitely! Our intention is to actually expand the workforce by one or two staff, including the recruitment of at least one nurse. This merger is not about saving money (although it will save resources). It is about improving our long-term sustainability as a practice to continue to serve you, our patients, in the heart of our community.

12) **How will we know what is happening from here?**

We will keep you fully informed via our Patient Participation Group, our practice websites and Newsletters. Our staff are also here to help – BUT PLEASE, PLEASE REMEMBER our receptionists can get very busy and they need to be able to deal with everyday patient enquiries, so they will not be able to get involved in long conversations with you, especially if other patients are waiting to be seen or the phones are ringing. The CCG will inform the local media nearer the time, so the wider public are also aware of our plans.