

Patient Newsletter

August 2017

Introduction

As always the Practice continues to be exceptionally busy; the ever increased demand on GP time does not diminish. We continue to advertise for new GPs and also have widened our clinician team to enhance our service provision. The 'Big News' is that, as local practices work ever closer together, the Partners announced a proposed merger with The Orchard Surgery and now also to include the Barn Surgery, both of the surgeries are based in the Christchurch Medical Centre at Purewell Cross:

MERGER – Update

Orchard, Barn and Burton & Bransgore Partners are very pleased to confirm that a merger is progressing well between the three Practices. The new Practice will be known as Christchurch Medical Practice. Many patients came along to hear about the proposal from the GPs and Management and also had any concerns answered at recent public meetings.



CHRISTCHURCH MEDICAL PRACTICE

Comprising:

Barn Surgery

Orchard Surgery

Bransgore Surgery

Burton Medical Centre

This merger will enable these three surgeries to enhance their services for all our patients in Christchurch, Burton and Bransgore areas. In this current climate, smaller surgeries are not sustainable and merging will allow us to become more robust with a larger number and more variety of highly skilled staff who will be able to serve our patient needs more efficiently and effectively in safe familiar environments. **All four locations will continue to operate.**

If you have any queries, there is a form at your surgery reception that you can complete for GPs/Management to answer. Please also keep an eye on our Website for further updates and see the FAQs attached.

Your new Christchurch Medical Practice GP/Clinical Team:

Partners: Dr Jo White, Dr Richard Jenkinson, Dr Melanie Brewitt, Dr Nick Jones, Dr Clive Quinnell, Dr Temi Odetoyinbo

Salaried GPs: Dr Neil Tallant, Dr Kathy Willis, Dr Paul McAughtry (Joining in September), Dr Sara Gregory (Joining in October)

Advanced Nurse Practitioners: Kate Simmonds (Nurse Team Manager), Lucy Jackson, Helen Rosser, Nikki Lopez (Respiratory), Mandy Adams, Josie Tuck & Abby Webb, (both Mental Health), Denise Blackmore and Lesley Morritt,

Lead Practice nurse: Jen Cable

STAFF NEWS

Dr Melanie Brewitt - Dr Brewitt returned to work on 3rd July 2017. Her twin boys are thriving and I am sure many of you will be pleased that she has returned so soon.

Dr Neil Tallant – We are also delighted to welcome Dr Tallant previously of Barn Surgery.

Dr Paul McAughtry – Dr McAughtry is newly qualified and will join us in September.

We are delighted to welcome: Abby Webb, Nurse Practitioner who joined us on 17th May 2017. Abby is a highly skilled Mental Health Nurse and will be working on Wednesdays.

APPOINTMENT LINE 01202 474311

for both Burton and Bransgore

The appointment line is open

Monday to Friday 8.30am – 10.30am & 2.00pm – 4.00pm

Your call will be answered by one of our daily Duty Team which consists of Receptionists, a Nurse Practitioner and a Duty Clinician. It is our intention to handle all calls straight away without the need to telephone patients back. The Duty Team will be working together and will be able to talk to each other to find the most suitable route for patient treatment, be it advice, referral and/or a suitably timed appointment with the most appropriate clinician (Nurse or Doctor). Appointments may not be with the Doctor of your choice nor at the most convenient location for you, but whilst we endeavour to try and fit to your needs, it may be in your best interest to accommodate the appointment offered. We appreciate that the restricted appointment line times do not suit all of our patients, but we would ask patients wanting appointments, to try as far as they are able, to phone us during the Appointment Line opening times. Outside of these times the Reception Team will be available, but not to make appointments unless in an emergency.

Patient request for letters

GPs are often asked by patients to provide information, letters, insurance reports, etc., which do not form part of the NHS Contract and therefore GPs are not obliged to perform these without making appropriate charges. Any work that would incur a charge should be agreed with you at the point of your request, either by your clinician or Receptionist/Administrator. Such work includes the following:

Certificates and reports: Firearms, Government agreed fees ,Benefits and work for Atos , Certificates (Medico-Legal) , Coroners, Driver Licensing (DVLA) ,Emergency treatment under the Road Traffic Act, Gender recognition work, Insurance work , Legal Aid victims of domestic abuse, Locum fees, Medical Records Access and copying fees, Medico-Legal fees, Safeguarding adults and children - reports and case conferences, Seafarer examinations and medical referee fees, Sickness certificates, To Who It May Concern Letters (TWIMC), Travel vaccinations, etc.

PPG (Patient Participation Group)

As the Practice progresses with the merger the PPG will inevitably become larger. Burton and Bransgore, Barn and Orchard surgeries have active groups which will all join together post-merger. If you are interested in joining this team please contact Steve Antill on 07879 496057. A PPG is generally made up of a group of volunteer patients who meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the Practice.



Christchurch Health GP Services Limited

Barn Surgery, Burton and Bransgore Medical Centres, Farmhouse Surgery, Grove Surgery, Highcliffe Medical Centre, Marine and Oakridge Partnership, Orchard Surgery and the Stour Surgery.

All of the Practices named above continue to work collaboratively in the Christchurch Locality; together we are offering Public Health Services such as Smoke Stop, Contraception Services and Health Checks. As these services are shared in the Locality so you may be asked to contact one of these surgeries to make an appointment.

PATIENT FREQUENTLY ASKED QUESTIONS ABOUT THE PROPOSED MERGER

1. Why is there a need to change?

There are many very good reasons for the practices to merge. Some of these are basic economic reasons, for instance you will all be aware through the media of the huge pressure that GP surgeries are under through increased workload/pressures and difficulty in recruiting new GPs. This has in turn led to difficulties in providing sufficient appointments for our patients. Working as a larger more flexible practice can help to safeguard the merged practice a little more from these pressures.

There are also other excellent reasons for this merger though – they include a shared culture and approach across all three surgeries to providing excellent patient care and to considering new ways of providing this level of care.

2. I understand that there have been discussions about merging for a long time – why has it taken so long to engage with the patients regarding this?

Each of the practices operates as an individual partnership. Many of you will know that this means that their business dealings are not subject to public scrutiny or discussion. Many of you will also know that decisions about merging can be extremely complex and involve many different factors, some which can have considerable impact on the GPs livelihood and personal circumstances. It is therefore not possible to publically discuss merging until a certain number of key decisions have been agreed. It would also not be possible to discuss with any patients until all staff are aware of plans and how they might be impacted.

3. Who has made the decision to merge?

As per answer 2 above, each of the practices operate as a partnership. All business decisions are therefore made by the full agreement of all the Partners within each practice. Decisions like these take a considerable amount of time to reach and then very careful review, planning and work to see through to completion.

4. Why don't B&B merge with Twin Oaks and establish a single service for the local population? Similarly why do Orchard not merge with Barn and Farmhouse to provide a single service at Purewell?

As per previous answers, all these practices are private Partnerships. The business decisions that each practice makes are therefore their own business. All three practices have been in conversations with other practices over the last two years with a view to other possible mergers and it may be that in the future there are more mergers for the new practice. It is important to note, however, that Orchard and Barn have both worked very closely with Farmhouse for a number of years and it is the intention that this will continue for the new practice.

5. Why are B&B merging with Purewell Practices?

B&B has worked with the Purewell practices for many years, e.g. through the Clinical Commissioning Group. All Partners feel that there is a good cultural mix, same approach to innovation, patient care, training and improving patient provision. We also share very similar patient areas which will help make the merger work.

6. Will both B&B surgeries' future be under threat?

There are no intentions to close either Burton or Bransgore surgeries. Indeed one of the appeals of B&B is the space capacity that there is at Bransgore to help provide new services. It remains the intention to keep all the three surgery locations operational.

7. Will there be less services provided at B&B? Does this affect the availability of my regular INR blood tests at Burton?

The exact logistics of where services will be provided is being planned, but it is not the intention to remove services from Burton or Bransgore that the patients need to have access to, and this will include the ongoing availability of blood tests at Burton.

8. Will there be less appointments available at B&B, Barn or Orchard?

As per answer 7, there is no intention for any existing practices to become a 'base' for all patients, neither one of the surgeries has the capacity for many more patients. We are working hard to try and ensure that there remains fair and sensible provision for all members of the patient community.

9. I am struggling to get an appointment within my surgery at the moment – how is merging going to improve this situation? Is this going to impact on the already extended waiting times for an appointment to see a Doctor?

We have been listening to our patients and their concerns about access to appointments. As already mentioned, all GP surgeries are struggling to cope with the level of demand within the context of recruitment difficulties. The practices are therefore working on a new model of delivering patient care which will result in more appointments being available for all patients. The model will focus on patients getting the **right care, in the right place and with the right clinician**. This will mean that an appointment request will be assessed based on clinical need and booked with the clinician best-suited to provide the best care for each patient. With the merger we will have an extended team of clinicians, including highly

skilled Nurse Practitioners, Physiotherapists, Paramedics, etc. We will, however, always work to try and fit to any patient request.

10. Who will be my GP?

Your GP will not change with merging. The ideal, however, is that we will be able to create a service that means you can see a clinician quicker – however, this may not be your usual GP.

11. Will I have to go to Purewell to see my GP or Nurse?

There may be some services e.g. sexual health provision, that are only provided at one practice in the merged surgery. This would be established where we can ensure a better level of service or economies of scale, e.g. having all supplies or materials in just one place rather than in three different places. These logistics are not yet decided and all patients would be given plenty of notice of any changes.

12. Will appointment times at Purewell take into account the difficulties in public transportation?

Purewell Partners have been made fully aware of the transportation difficulties that some B&B patients experience and they are committed to working with B&B to minimise these problems wherever possible.

13. What are the benefits or potential losses to the patients?

The Practices' Management and Partners are working hard to ensure that all their respective patients will be able to enjoy the benefit from having a stronger and more sustainable provision than you are currently able to enjoy. This will be achieved through economies of scale, by new processes and by being a more attractive prospect for new GPs and other allied health professionals to come and join.

14. When might this happen?

There are a considerable number of business matters that need to be taken care of, so it is unlikely that the businesses will be officially merged until 1 October 2017....however, the practices have started to work together already and collaborate on new ideas and processes, and it is likely that you will see evidence of this work before an official merger.

15. Who will keep me informed?

As per the advertising of the patient events, we will keep our websites updated with any key information, but all patients are welcome to complete forms kept at all three receptions for the Managers/Partners who will respond on a regular basis and make sure that answers are available for all to see.

16. Do I have a say in this merger?

If you have been a patient with either Barn, B&B or Orchard for any period of time you will know that all practices are always willing to listen to their patients and where at all possible make adjustments to service provision. There may be decisions that are made that cannot involve the patients that are either partnership or contract matters.....**but** it is not the intention of merging to ignore the patient voice. All the practices are keen to listen and make appropriate adjustments where it is possible to do so.

17. Do I have a choice or is it a done deal?

The road from commencing a merger conversation to completion of a merger is a long one, as many of you will probably know. There is no such thing as a 'done deal' in merging until the paperwork is all signed..... While as stated in Q16 above, Partners remain keen to listen to the patient voice, the patients will not have a vote over whether a merger goes ahead or not – these decisions remain partnership decisions.

18. Can I move to TWIN OAKS?

Any patient can move at any time to any surgery where they live within the boundary that the practice can operate. **We would very much hope, however,** that neither Barn, B&B or Orchard patients feel that they need to move from us without sitting tight and seeing what improvements we are able to realise through merging.

19. How will any changes be monitored to ensure patient satisfaction?

The importance of patient satisfaction is one of the main motivators that all the practices share. All changes/processes are continuously monitored through Partnership meetings and also feedback that we receive from patients. We also intend to strengthen the Patient Participation Groups for the merged practice, developing the actual PPG as well as a virtual PPG. We are always interested to hear from patients that would like to be part of the discussions and become 'critical friends' to the practice. Please see a member of the Reception Team to leave your contact details if you are interested in being involved with your practice in this way.

Claire Richards & The Partners Dr Jo White, Dr Richard Jenkinson, Dr Melanie Brewitt, Dr Nick Jones, Dr Clive Quinnell and Dr Temitope Odetoyinbo. *(Claire Richards is the Business Manager for Orchard and Barn Surgeries)*