**Moatfield Surgery and Judges Close merger FAQ**

**Why are the two surgeries merging?**

Like the rest of the NHS, General Practice has been under severe pressure for several years with rising demand and increasing GP, Nurse and Practice Manager vacancies. Fewer GPs want to be full-time and remain in a single practice long-term and this situation is deteriorating. Funding for General Practice has been declining when compared to the rise in costs and the overall NHS funding of health care services. At one point in the last 18 months, 3-4 GPs practice closed across England every week\*.

The rise in demand comes from both increasing housing and population growth and an ageing population requiring more care.

Both practice sites have 50% more patients than they were built for with significant issues at the Judges Close Surgery site with Disability Access and general access, including emergency vehicles. For example, ambulances called to the surgery have to remain on the High Street with very sick patients being wheeled out of the practice to the High Street.

Both practices have had significant recruitment problems with Judges Close continuing to face a difficult time, amongst a number of other practices within the locality.

The GPs at Moatfield Surgery and Judges Close Surgery have been collaborating more closely for several years. We believe that by coming together in an upgraded and expanded facility, we will be able to:

* provide better access to the range of GP services in a fit for purpose and modern facility
* adapt and develop skills amongst our practice staff that can provide better care for our changing population
* Work with other agencies to enhance care
* Evidence from elsewhere suggests, we will be better able to retain members of our combined team and recruit new members to our team
* Be able to provide a service to an expanding population with increasingly complex needs.

We do know that NO CHANGE IS NOT AN OPTION for us as this will almost certainly negatively impact on GP services for our local residents.

(\*In the year to June 2017, [NHS Digital figures](http://digital.nhs.uk/catalogue/PUB30028) show that 202 GP practices in England closed or merged, 54 in the south of England)

**Will there be two surgery sites or one?**

Initially the combined practice will continue to operate on the two existing sites of Moatfield Surgery and Judges Close Surgery. However, following completion of building works to Moatfield Surgery, Judges Close Surgery services and personnel will move to the Moatfield Surgery site.

**Where will I go for my care?**

Initially your care will largely be based around the practice site you have been attending. Over the next year some services may be provided from one site rather than both to make better use of our skills and capacity. During building work at the Moatfield Surgery site, some services may move off that site temporarily. Eventually all services will be provided at the Moatfield Surgery site.

**Won’t it be a real problem with parking and traffic?**

Surgery car parks are never big enough! Relatively speaking Moatfield Surgery has good parking compared to many GP practices in the area. We have considered the impact of merging the two practices onto this site. We plan to develop a range of services and other changes to minimise the impact on traffic flow and parking:

* Off-site parking for some of our staff, along with a car-sharing scheme
* Staggered surgery sessions to smooth out the flow of people onto the site
* Extended surgery times into evenings and weekends to smooth out the flow of people onto the site
* Use of technology to enable some of our practice team to work from home under appropriate circumstances
* Development of additional parking space

**Can I still see the doctor or nurse I have got used to seeing from my practice?**

Whilst it is not always easy to see the doctor or nurse of your choice especially at short notice, we endeavour to maintain continuity of care. You will continue to be registered with the same GP.

Even if that GP does not always see you, any investigation results or clinical correspondence is managed by your usual GP unless you have chosen to see another GP regularly for a particular problem. This can be the case where a GP has a particular area of expertise or has simply got to know the nature of the problem you have consulted him or her for.

Both Moatfield Surgery and Judges Close Surgery use the same electronic patient record.

Whilst both surgeries have a finite number of appointments that can be booked in advance or on any given day, both surgeries provide a convenient daily telephone-based service enabling all patients who ring us on any day to access advice or treatment and, if required, to arrange an appropriate consultation on the day or booked for another day. This service will continue to be provided.

**What will the new surgery name be?**

Due to the potential consequences of altering or changing an NHS GP contract and to minimise any confusion to as many of our registered residents, we have opted to continue to use the Moatfield Surgery name following the merger of practices and the Judges Close Surgery team coming onto the Moatfield Surgery site.

**Do I need to do anything to register with the combined practice?**

You and your family will automatically be registered with the combined practice without having to re-register with us.

**What does it mean for me as patient?**

It can be an anxious time when long-standing services change and buildings are developed. We are meticulously planning the building works. We have also spent a lot of time working across the two practices in ensuring we have done all we can to ensure as smooth a transition as possible.

Following the transition, we will start to develop our services further:

* More comprehensive services for our most complex patients.
* Extended services provided throughout the day.
* Utilisation of expertise developed across both current practices within our combined team for the benefit of all the people registered with the practice.
* Use our combined capacity to improve access to services as much as possible.
* Closer working with other local community services so that we can keep as much care for people as close to home as possible.
* Maintain the existing relationship with your current GP but give you a broader choice to see anyone from our bigger team.
* Benefit from the quality standards in place because we will be a more comprehensive training practice.
* Improve and maintain your access to services through using our skill mix more flexibly, retaining experienced staff and being able to recruit more effectively.
* Bring new services to us where previously our smaller scale did not make this viable – bringing more care closer to local residents.

However, in order for us to provide better services and to avoid risks other surgeries are facing, we must change.

**How can I have say and what is best way to express my opinion?**

If you have any further concerns you wish to raise, please contact us by emailing us at: HSCCG.moatfieldisgrowing@nhs.net.

We will do our best to address any concerns and answer your questions.