

Question	Answer
When is the merger taking place?	We propose to formally merge on 10 st April 2020.
What difference will this make to me as a patient?	The practices are determined to maintain family-friendly services despite becoming a bigger practice. You will have the opportunity to be seen at either site.
Will it be easier to get an appointment when the practices merge?	We will undertake a comprehensive review of how the appointments system works. You will still be able to book online, via telephone or in person. We are hoping that there will be more appointment availability to enable more patients to pre-book an appointment that suits. We have recruited 3 new Doctors to work alongside our experienced team to ensure continuity of care.
Who will be the doctors?	Dr Naguib Hilmy Dr Pauline Clerkin Dr Tahmina Siddiqui Dr Asim Malik Dr Andrew Potter Dr Naema Alam Dr Assad Hamid Dr Iswar Kanjee Dr Kirsty Creed Dr Anca Colcer Dr Edozie Ogbonna Dr Samarin Salman
What services can I expect?	We will work hard to deliver continuity of care of the following: <ul style="list-style-type: none"> • Urgent conditions/illnesses will be assessed either by telephone or seen on the day • Access to a GP within 48 hours • Online appointment booking • Online repeat prescriptions • Text confirmation and reminder of appointments • The ability to speak to a GP, Nurse Practitioner or Nurse on the phone • Planned and coordinated investigations to minimise the number of times that a patient needs to visit the practice • Nurse Practitioner, Pharmacists and Specialist Nurses will also be available.
Will I still be able to see the GP/Nurse of my choice?	All doctors and nurses that are currently involved in your care will continue to be involved. There will be additional choice in the clinicians that you can see, if you wish.
What are the challenges GP practices are facing?	<ul style="list-style-type: none"> • Doctors are needing to see increasing numbers of patients more frequently (these numbers will increase with an ageing population and increasing population). • Many GP practices are experiencing significant reductions in funding from the NHS • Changes in regulations take up more administrative time and costs, regardless of the size of the practice • Practices need scale in order to enable specialist medical staff to provide a wide range of clinical services locally
Will we be making staff redundant?	No, we will not be making staff redundant through the merger process.
Will I need to ring a different telephone number?	We will have one number for both surgeries with additional telephone lines to enable you to get through to the Practice more quickly.
Will I still be able to have online access?	Yes, online services will continue as normal and there will be no change.

