Frequently Asked Questions:

**Potential Merger of Contracts between**

**Wyncroft Surgery & Greenwood Surgery**

**Which Practices are involved in the Merger?**

*Greenwood Surgery and Wyncroft Surgery.*

**What is the point of merging? Can’t things stay the same?**

*Merging contracts allows more efficient working from an administrative aspect. At present, the manager must duplicate submissions of projects/data throughout the year and hold 2 separate financial accounts.*

*For clinicians, to access patient records from either surgery, the specific site must be logged into whereas with a merge, one log in will be required for all staff allowing messages sent to the clinical team to be seen across the sites whether they are designated to work at one site or the other on that day.*

**What is the anticipated timescale of the merger?**

*We plan to merge the contracts at the end of March 2023.*

**Will I still see the familiar faces when I come into the surgery?**

*Yes – staff are not changing due to the merging of contracts. The day to day running will be the same as it is now.*

**Will both buildings remain or are the sites merging now or in the future?**

*Both sites will remain named as Wyncroft and Greenwood with their individual phone numbers and will remain in their current locations.* ***The sites will NOT be merging.***

**Will the dispensary be moving or changing who it can serve?**

*The dispensary will continue only from Wyncroft serving those eligible (who live in a certain distance from Wyncroft where there is no other local pharmacy available).*

**Can I request where / who to see?**

*It is expected that patients will remain to be seen where they are currently registered however if due to patient preference or availability of appointments, either site can be offered as electronic records will be accessible from both sites.*

**Can I drop a sample in at either surgery?**

*Yes, couriers come slightly later at Greenwood Surgery Monday-Friday so for dropping off, samples can be dropped between 0800 – 1230 at Wyncroft and 0800 – 1345 at Greenwood.*

**Will I need to re-register?**

*No – once the contracts merge, they will be under one list, but patients can still refer to themselves as Wyncroft or Greenwood patients.*

**What are the downsides of merging?**

*On the day of the actual merge the IT systems can run into issues but a specialised IT team will be on site to ensure things go as smoothly as possible. As the day to day running will not be changing, we only hope to improve the services offered and improve the standard of the premises at Wyncroft.*

**How do I know which surgery to call?**

*We hold 2 separate phone contracts at the two sites so phone numbers will not be changing though that may be reviewed when the contracts come to an end. Each site offers Patchs online consultation service.*

**Will this affect any treatment or medication I am currently receiving either at the GP practice or any hospital?**

*No, your treatment and care will continue as usual.*

**How will the proposed merger benefit patients?**

*Working together as one larger organisation will strengthen our ability to maintain high quality care for our patients providing more GP and nursing appointments. We will be able to invest in innovation and create a stable and sustainable GP Practice by sharing the resources and expertise of both current practices. The new structure will provide greater flexibility for patients and, over time, we hope to provide new patient services.*

**What will happen to my medical record?**

*Both practices currently use the same computer system and these will be merged into one clinical database. All medical records will be available for any clinician who needs access to them. Patients will continue to be able to access their medical record, order prescriptions and make appointments on-line.*

**How are you planning to keep patients informed of the progress of the proposed merger and how can I get involved?**

*We have shared details of the proposed merger with the PPGs and have asked them for their thoughts and ideas. We have also discussed with them how we communicate and engage with all our patients in the future. If you wish to be involved with the Patient Participation Group please ask at reception for a form or you can email greenwood.meds@nhs.net.*

*• Updates will be available on the practices’ websites*

*• posters in the waiting rooms, leaflets, text alerts*

*• at patient participation group meetings.*

**Who makes the final decision?**  **Is it already a ‘given’ that it will go ahead?**

*The practices are in the proposal stage.  After we have informed everyone of the plans and given the chance to give feedback, the practices will produce a final report to be submitted to the Commissioners.  When a final decision has been made we will update the websites with information and communicate this to our patients.*