

MAYFIELD MEDICAL CENTRES

Intended GP Practice Merger

Patient Questions & Answers



Alongside our patient engagement, the following questions and answers have been prepared to assist all patients of Mayfield Medical Centres and St Lukes Medical Centre

As our plans develop further and following a series of patient engagement events, we will continually refresh, update and add to these.

Q1 When will the merge to the new Practice take place?

It is anticipated that the merge will take place in July 2019 subject to all regulatory approvals and following extensive engagement with patients and all of the staff who are employed by both of the GP Practices

Q2 Will I still be able to make an appointment to see my usual doctor or nurse?

Yes. We very much value the continuity of care our patients have with our doctors and nurses. It is therefore expected that merging practices will further increase our ability to provide you with continuity of care and access to your usual doctor and/or nurse.

We also expect to be able to reduce the need for locum or bank staff and provide you with a greater number of highly skilled permanent doctors and nurses in the event that your usual doctor or nurse is absent from work.

Q3 Will I still be able to make appointments at my usual doctor's surgery?

Yes. We will continue to provide daily appointments to see doctors, nurses and healthcare support workers.

In addition to these appointments, we will also be offering e-consult, a convenient way to communicate with a GP 24 hours a day via the website. This is a really popular service where you are asked the same questions that a GP would ask in a face to face appointment. Your answers are reviewed by a GP and you will receive a response by the end of the next working day.

Q4 Will my usual surgery opening times stay the same?

At Mayfield, we open 08.30am to 6.00pm (our telephone lines open from 8.00am). We will be moving to consolidate all the surgeries' opening times to this.

We also take part in the new Improved Access Service, which offers patients from all practices in Paignton and Brixham extended access to appointments.

Mayfield have been working closely with the other GP Surgeries in Paignton and Brixham and we are excited to announce that we can now offer evening and weekend appointments

across our sites.

This service is offered to all patients who are registered at a Paignton or Brixham GP surgery.

Extended hours are not a walk in service. Appointments offered are for routine general practice issues and not for urgent care. We will offer pre-bookable appointments with GPs and Nurses. Please note that when you book an appointment you will be asked for consent to share your detailed GP record with the clinician providing the care.

When using the service, you may not see your usual doctor. If that is the case, the clinician you see will be from a local practice. With your consent, our clinicians will be able to access your healthcare record to ensure they can offer the right treatment for you, and prescribe medication or refer you for further treatment if necessary

Appointments will take place at...

Monday	Corner Place Surgery, Paignton	6-8pm
Tuesday	Compass House Surgery, Brixham	6-8pm
Wednesday	Pembroke House Surgery, Paignton	6-8pm
Thursday	Mayfield Medical Centre, Paignton	6-8pm
Friday	Pembroke House Surgery, Paignton	6-8pm
Saturday	Pembroke House Surgery, Paignton	8am - 6pm
Sunday	Pembroke House Surgery, Paignton	8am - 2pm

If urgent care is required, please call 111 to speak to the NHS 111 service.

In an emergency situation, please dial 999 to contact the ambulance service.

Q5 Will there be changes made to the way I book appointments?

No. We are not currently anticipating any changes to the way you book appointments and you will therefore continue to be able to book these in the same way as you do now.

As now, we will also continue to contact all of our patients who require scheduled vaccinations, chronic disease reviews or routine screening
e.g. cervical screening tests, etc.

Q6 Will I be able to make an appointment to see a doctor and/or nurse at another GP practice site?

From July once we have merged our IT systems, you will be able to request appointments with any doctor and/or nurse at all practice sites, therefore providing you with greater access to a wider range of services and availability.

Q7 Will I have to go to another GP Practice site for consultations and/or treatments?

No. However, if in the future we feel that being seen at the other site provides a better or more appropriate service for specific patients – for example a particular doctor at one site may specialise in COPD or diabetes – you may be asked if you would like to attend there in order to access more specialised care.

Q8 Will any service that is currently offered by my usual surgery be removed or stopped?

No. We do not anticipate services being removed or stopped. If anything, we anticipate that this merger will bring about a greater choice of services.

In the event that the contracts against which we deliver are changed by the South Devon and Torbay Clinical Commissioning Group, we would be unable to influence these changes.

Q9 Will there be any changes to how I access the GP out of hours service?

No. In order to access a GP when the practice is closed, you will still continue to telephone the NHS 111 service and they will either signpost you to the most appropriate service or arrange for you to access a GP.

Q10 Will the current arrangements that I have in place for getting my medicines stay the same?

Yes.

Q11 Will the intended merger affect any treatment or medication I am currently receiving either at my usual surgery or any hospital?

No. Any current treatments, medications or investigations will not be affected by our intentions to merge.

Q12 Will I need to re-register to become a patient of the single GP Practice? What will happen to my health records?

No, you will not need to re-register and we also anticipate that you will remain registered with the same GP as you are now.

All of our patients will automatically be merged into a single GP Practice and your health records will reside within a single patient database. The NHS safeguards in relation to patient confidentiality of information will continue to remain in place throughout the transition.

Q13 Will the single GP Practice be able to provide new services to patients?

One of the main reasons to merge and form a larger practice, is for us to be able to expand the services that we are able to provide locally. For example, in time we hope to be able to include access to see other healthcare professionals e.g. Pharmacists for medication reviews, etc.

Q14 How will the new arrangement benefit GPs and Nurses at the practice?

Our GPs, Nurses and Healthcare Support Workers will all have access to a wider pool of clinical knowledge and expertise to draw upon and we will have far greater opportunities to specialise in areas such as diabetes, care of the elderly, palliative care and urgent care access.

We also anticipate that the current level of administrative tasks that our clinical staff perform will

be dramatically reduced, therefore allowing them more time to spend on responding to and delivering the clinical care our patients need.

We will also be able to better cover any planned or unplanned absences which we hope will alleviate the resulting pressures felt by remaining staff. In addition, we should also be able to reduce our reliance on locum and bank staff.

We also anticipate that all of our staff will be provided with greater opportunities for enhanced training and career development.

Q15 Why are you merging with a practice in a different town?

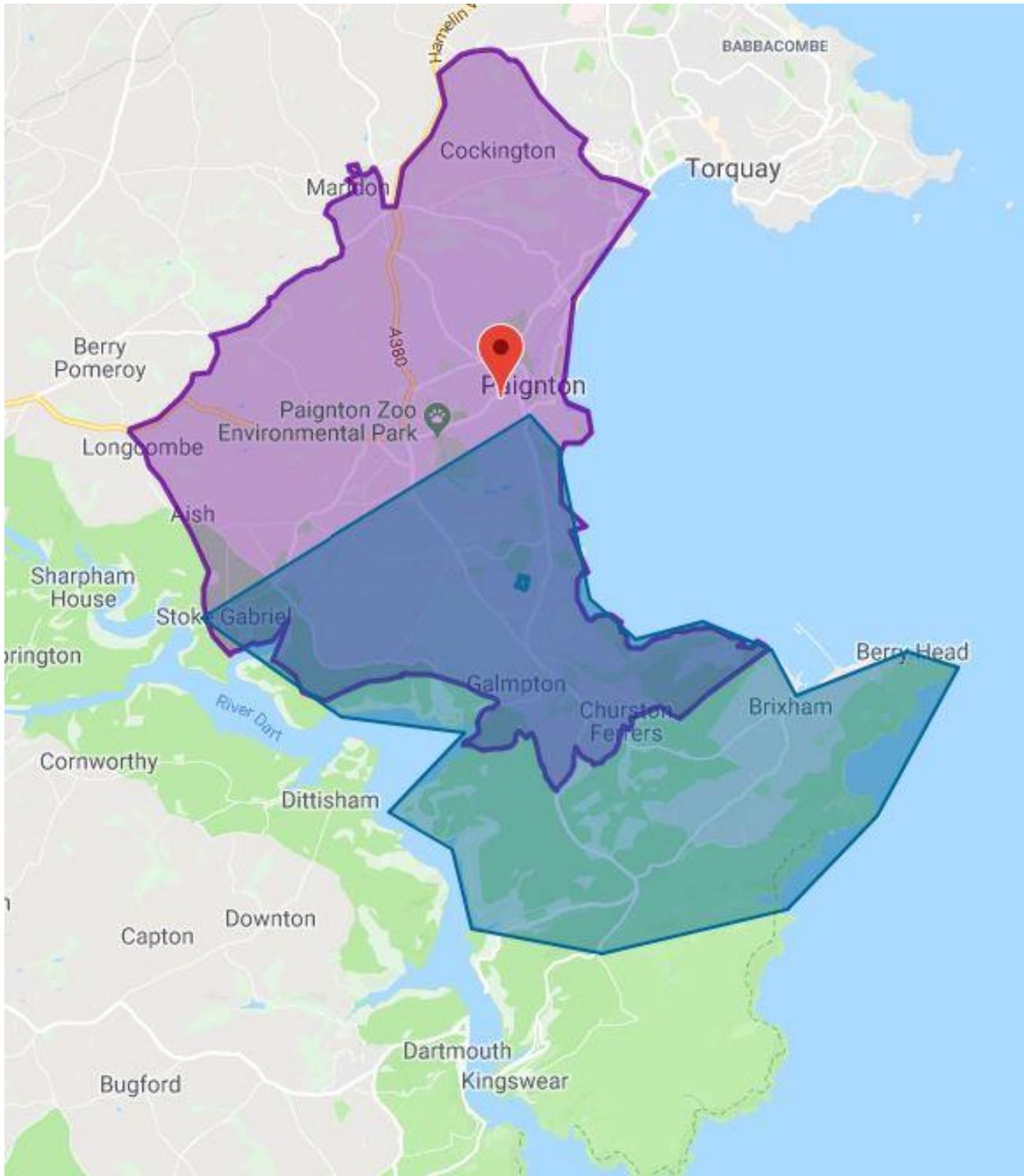
St Lukes reached out to Mayfield for help when they were in a difficult position. Mayfield provided support to St Lukes, and after working together for around 8 months, Mayfield took over the contract for St Lukes Medical Centre. Now that the two practices are owned, managed and staffed by Mayfield, it makes sense to take this further and merge the two practices into one by combining the clinical (patient) systems. This will enable us to provide better services and more efficient administration behind the scenes. As we already have the same type of clinical system, the transition should be smooth.

There are only 3.7 miles between Brixham Hospital and Mayfield's Cherrybrook Square site, and 5.2 miles to Mayfield, 37 Totnes Road site. There are good transport links in place. Many of the staff lives in Paignton and Brixham.

Q16 I have further questions I would like to ask and / or comments I would like to make. How do I do this?

You can put these in writing for the attention of the Practice Manager at your usual surgery or email enquiries.mayfield@nhs.net

We will aim to respond to any questions / comments within 10 working days of receipt.



KEY:

-  Mayfield catchment area
-  St Lukes catchment area