**Albion Street Surgery & St Peter’s Medical Centre coming together**

**Frequently Asked Questions**

**Q. Why merge the practices?**

The NHS is changing and NHS England is transforming to meet the needs of patients and NHS England is asking practices to work together across larger patient populations. We want to ensure that our patients continue to receive high quality medical care. This merger will offer many benefits. By coming together, we will be able to offer access to a wider range of health care professionals and will mean that we are less reliant on locum GPs. With a larger practice team, there may also be an opportunity to increase the services we are able to offer even further and strengthen what we can offer patients locally. In addition, the current practices use the same clinical computer system, and by merging, we will be able to access patient electronic records through a single system and log in, which will make it easier for our clinicians to view patient information across both our sites, wherever you may need to be seen, for example in our extended hours services. We are also able to bring together our management and support teams for more efficiency. Bringing together our practices in this way means, we can share our pool of knowledge and skills, particularly as we know people often have many medical concerns and needs.

**Q. What will this mean to me?**

In the short term, patients will not see any real change and you will be able to access services at your local practice as you do now. You will be able to go to either of the merged practice premises. In the long term, both buildings will physically merge and will operate out of the same building at the St Peter’s Medical Centre’s site. This will be in line with the re-development that is currently taking place at this site to create larger premises to house the merged practice. In time, we may be able to offer more specialist clinics and services, as we will have access to a wider healthcare team.

**Q. What will be the name of the new merged Practice?**

The name of the merged practice will be St Peter’s Medical Centre.

**Q. Will I be able to see my usual Doctor or Nurse?**

Continuity of care is important to patients and the primary care team. Our healthcare teams will be working at both locations and you will be able to see your usual Doctor or Nurse, subject to their availability.

**Q. I have a long-term health problem – how will this affect my care?**

We will make every effort to ensure that you continue to see your preferred clinicians for ongoing care. As your usual clinician may be working from either of our sites, you can see them at either place, depending on where they are working at that time.

**Q. Will there be any change to the service we receive from community services such as district nurses, midwives or health visitors?**

The community teams will continue to work with both practices and then the merged practice as they do currently, to provide care to patients.

**Q. Will the new merged Practice have access to my medical records?**

Yes, the clinical records are being combined into one. If you go to another site, such as for a specialist clinic, your medical record will be available to the clinician seeing you there.

**Q. Will the Albion St telephone number change?**

Yes, from 1 October 2021 it will transfer over to the St Peter’s number 01273 606006.

**Q. Booking appointments – will I see any changes?**

Yes, from 1 October 2021, you will need to book your appointment via the St Peter’s Medical Centre website [www.stpetersmedicalcentre.co.uk](http://www.stpetersmedicalcentre.co.uk) as the Albion St website will no longer exist. However, you can continue to book an appointment in a variety of ways including:

By phone – please note the new number from 1 October will be 01273 606006

By a system called eConsult. eConsult lets us offer our patients online consultations, You can submit your symptoms or requests to the practice electronically, 23 hours a day. It offers NHS self-help information, signposting to other services and a symptom checker. This is accessible by clicking on this link <https://stpetersmedicalcentre.webgp.com/>

We have Patient Care Advisors (receptionists) who will help guide you to the most appropriate appointment for your needs. At the time of publishing this information, we remain under national protocol to offer total triage, but you can see a clinical face to face if clinically necessary. Most nurse and healthcare assistant appointments remain face to face.

**Q. How will my Medical Records be affected?**

 Our computer clinical system will merge the electronic records of all our patients. Whichever clinician you are seeing will be able to access your records no matter which practice you were members of.

**Q. How will my Prescriptions be affected?**

With a shared computer system there should be no change to the current way in which you order or receive your prescriptions. If you order your prescriptions online then we may need to update your details. Further information will be given and we will contact you if this is the case.

**Q. Patient Participation Group**

We plan to form a new single patient participation group (PPG). A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help develop and improve services. PPGs play a key role in helping patients get the best out of their GP surgery. If you would like to find out more about the patient participation group or to get involved, please contact either lisa.yaxley@nhs.net or Debbie.hill2@nhs.net for St Peter’s

**Q. What is the timescale envisaged for the merger**?

The two practices are already working closely together and we plan to complete the first phase of the merger process on 1st October 2021. The second phase will be in line with the new premises development. We expect this to be completed in the summer of 2023.

**Keeping you informed**

We will post regular updates on our website, provide information posters in our practices and consult our patient participation groups. We value your views and if you have any questions or comments, we would like to hear from you:

**In Practices**:

Please ask our reception teams for a feedback form. This may be filled out anonymously if you wish. You do not need to give us any personal information if you choose not to but please provide this if you wish for a response.

**By Email:**

Please email either bhccg.clinicalstpeters@nhs.net

**By Letter:**

Please write to us at your usual practice address, and mark it for the attention of the Practice Manager

**By Phone:**

You can contact us via the practice mobile phones, **which are only to be used for this purpose**: Albion St : 07873399487 St Peter’s Medical Centre: 07562017040

Thank you for your ongoing support.

***The Partners and staff at Albion St Surgery and St Peter’s Medical***

**September 2021**