

# St Peter's Medical Centre Newsletter

## November 2018

### Practice Merger

A very warm welcome from St Peter's to all North Laine Medical Centre's patients and its primary health care team who will be working here from Monday 26 November. Our two practices will merge on 1 December 2018 and we'd like to thank all patients from both practices who attended our engagement events in September 2018. Your feedback was invaluable and we've put the results on our website: [www.stpetersmedicalcentre.co.uk](http://www.stpetersmedicalcentre.co.uk). This will help us shape the direction of the merged practice. The North Laine Medical Centre's premises cannot be used as a surgery any more and we are delighted that by joining our practices together we are able to redevelop our premises to provide a "state of the art" medical centre which will be a huge improvement for patients and staff alike now and for a very long time in the future. The new purpose-built premises will enable us to offer a wider range of services that our patients will require now and in the foreseeable future.

### Latest on Premises Redevelopment - fantastic news!

Earlier in October we heard that Brighton & Hove City Council agreed to sell the car park behind our practice to our current landlord. This means he can now develop our premises to make them fit for the 21<sup>st</sup> Century! This is an artist's impression of how our new premises may look.



Planning permission still has to be obtained but we are confident that building work will start in the first half of next year. We will keep you updated.

### **Getting in touch – our new telephone system**

We know that phoning us has not always been as slick as it could have been so on 20 & 21 November we are having a new telephone system installed. This will be much more efficient than our existing system and patients will be able to choose options rather than having to wait for our reception team to answer all calls. We are expecting a smooth installation but, obviously, there may be unavoidable disruption to the service and we ask you to bear with us if there are any problems.

### **Clinical data merge**

We need to have access to all our patients' records at any time. Fortunately both St Peter's and North Laine Medical Centres use the same clinical software system so combining the records will be relatively easy. In order for our merger to happen, the data from both practices has to be combined in advance of the contractual merger. This will therefore happen on Monday 19 November. As we will not have access to patients' computerised clinical records while the data merge takes place this means that we will have to close St Peter's Medical Centre from 4 pm on this day until 8.30 am on Tuesday 20 November. We apologise for any inconvenience caused.

### **While we are closed:**

If you need non-urgent help which cannot wait until we re-open, please phone 111.

If you have are experiencing a medical emergency please phone 999.

You will find the information we have on our website helpful, and please visit [www.stpetersmedicalcentre.co.uk](http://www.stpetersmedicalcentre.co.uk) for advice on how to treat minor illnesses and details of the different agencies who can offer help and support for many conditions.

### **In-house training session**

Because the merger will obviously bring short-term disruption to the practice while staff and clinicians find their feet we need our new team to have protected time for in-house training and development work. Consequently we are closing the practice from 12.30 pm on Wednesday 21 November until we re-open on Thursday 22 November at 8.30 pm.

Please note the contact numbers above if you require any medical support during this closure.

### **Repeat Dispensing—an easier way to obtain your repeat prescriptions**

If you or someone you care for uses the same medicines regularly, you may be able to benefit from using the NHS Electronic Repeat Dispensing (eRD) service. This means you won't have to re-order or collect your repeat prescriptions from your GP practice every time you need more medicine, particularly useful if you have access or mobility issues. Please ask our prescribing team for more information.