

Proposed merger between Beaconsfield Medical Practice And Matlock Road Surgery

Included within this pack:

- Patient letter sent from the CCG
- FAQs from the CCG
- FAQs from our practice

Patient's address space

Beaconsfield Medical Practice
175, Preston Road
Brighton
BN1 6AG

Matlock Road Surgery
10, Matlock Road
Brighton
BN1 5BF

Dear Patient,

Proposed merger of Matlock Road Surgery and Beaconsfield Medical Practice

We are writing to inform you of changes to our GP services which will ensure you continue to receive high quality primary care now and in the future.

As you may be aware, the lease for Matlock Road Surgery comes to an end in March 2020 and will not be extended. We have been working hard to find the best outcome for all of our patients, staff and community. We believe that this can be achieved by merging our practices in March 2020 to create a larger, single practice at Beaconsfield Medical Practice – an approach that is supported wholeheartedly by the Clinical Commissioning Group (who commission our services). This way, we can continue to provide first rate, sustainable GP services to the local community and will be able to better meet the healthcare needs of the patient population.

Beaconsfield Medical Practice has excellent facilities, purpose built for modern medical care and is supported by a dedicated team of GPs, Practice Nurses, Health Care Assistants and a Pharmacist - to name but a few. They provide extended hours surgeries, and are also engaged in the "Improved Access" clinics that provide appointment times in weekday evenings and Saturday mornings. It is also a teaching and training practice, which brings fresh thinking to its services and makes recruitment easier, improving future sustainability. There is good public transport access and on street parking available nearby.

There is no need for you, as a valued patient currently registered with one of our practices, to do anything to get a new GP. If you are a patient registered with Matlock Road Surgery, your GP, care and medical records will be automatically transferred to Beaconsfield Medical Practice as part of the merger if it is agreed. Until then, your care will continue as normal at your current practice. However, should you wish to register at another practice you are, of course, at liberty to do so. Once the merger has taken place (if it is agreed), you will still be able to see the same staff as you do here in Matlock Road, but will also be able to see the other doctors, nurses and other clinical staff currently working at Beaconsfield Medical Practice should you wish to do so.

We understand that you may have suggestions or questions about the proposed merger, and we would like to hear from you. We are holding two joint engagement sessions where patients (and their carers) can find out more information, ask questions or provide their ideas or concerns about the merger. These events are primarily for Matlock Road Surgery patients, however Beaconsfield Medical Practice patients are also welcome.

The events will be held at venues that are wheelchair accessible and can be easily accessed by bus.

If you require a community-language or BSL interpreter, please do let us know in advance.

Frequently Asked Questions

Proposed merger between Beaconsfield Medical Practice And Matlock Road Surgery

What is the proposed change?

As you may be aware, the lease for Matlock Road Surgery comes to an end in March 2020 and will not be extended. The Partners at both practices have been working hard to find the best outcome for all of their patients, staff and the wider community. It is believed that this can be achieved by merging the 2 practices in March/April 2020 to create a larger, single practice at Beaconsfield Medical Practice – an approach that is supported wholeheartedly by the Clinical Commissioning Group (who commission Primary Care services). This way, first rate, sustainable GP services can continue to be provided to the local community and the healthcare needs of the patient population will be met in an improved way.

What do I need to do now?

You do not need to do anything. Responsibility for your care (including your records and GP) will automatically be transferred to the merged practice if the merger goes ahead, unless you choose to register with another practice in the meantime.

Why is this change being proposed?

The lease for Matlock Road Surgery comes to an end in March 2020 and will not be extended. Therefore, the Matlock Road Surgery building will not be available for GP services after this time. The proposed merger is viewed as the most sensible and viable way to ensure ongoing provision of sustainable general practice services in the area in the future.

What will the impact of the proposed changes be on patients?

- Patients will have access to a wider range of services and specialist clinics
- Patients will be seen in a modern, fit for purpose medical centre
- Patients will still be able to see their GP from Matlock Road Surgery
- Staff will be able to share skills and experience with a larger pool of colleagues.

Will the Beaconsfield Medical Practice have enough capacity to take on the Matlock Road Surgery patients?

It is proposed that the majority of staff from Matlock Road Surgery will move to the merged practice; including Dr Paul Allan.

How can I give my input into the proposed changes?

- Patients currently registered with the practice (and their carers) are invited to attend one of the following events:
 - Evening Engagement Event: 17/06/19, 17.45-18.45, Exeter Street Hall, 16-17 Exeter Street, BN1 5PG
 - Morning Engagement Event: 24/06/19, 10.45-11.45, Church of the Good Shepherd, 272 Dyke Road, BN1 5AE
- By post marked 'Merger', to one of the following addresses:
Matlock Road Surgery, 10 Matlock Road, Brighton, BN1 5BF **or**
Primary Care Team, Brighton and Hove CCG, Hove Town Hall, BN3 4AH
- By email to bhccg.primarycare@nhs.net with 'Merger' written in the subject heading
- By leaving a message on 01273 238733.

Please note that we will not be able to provide individual responses to all queries. Your input will be taken and summarised and used as the basis for our future decision making.

Please do not include personal medical information/clinical requests in any correspondence on the proposed merger, as the information will be shared with the Brighton and Hove Clinical Commissioning Group, who will make the final decision on the merger proposal.

When will these proposed changes take place?

- We would like to hear from you on these proposed changes prior to the 5th July 2019.
- Once we have your feedback, the options will be presented to the Primary Care Commissioning Committee of the Brighton and Hove Clinical Commissioning Group (CCG), where a final decision will be made on the proposed merger and site closure on 3rd September 2019 and patients will be informed of the final decision within 4 weeks.
- If agreed, the merger will take place in March/April 2020. Patient will have the official date communicated to them when they are informed of the final decision in Autumn 2019.

What will happen to my medical records in the case of the merger?

Your medical records are electronic and will securely be transferred automatically.

Will I still be able to see my usual GP, if the merger goes ahead?

Dr Allan will move over to the Beaconsfield Medical Practice and will continue to see any patients who wish to see him.

I have a number of health conditions and am worried about my continuity of care if the merger does go ahead. What should I do?

If you have a complex condition, or are a vulnerable patient, we will ensure that, where possible, you will continue to receive care from your current GP.

If you have particular needs, for example if you are hearing impaired and require receptionists to behave in a way that makes it easier for you to lip-read, please mention it to your doctor at your next appointment at Matlock Road Surgery and a note can be added to your records, if this has not already been done.

I find the electronic booking and prescription system useful, as well as the prescription delivery service. Will I still be able to use this at Beaconsfield Medical Practice?

Yes, Beaconsfield Medical Practice also offers these services, in addition to having a pharmacy on-site. If you currently have your medication delivered, local pharmacies will be informed who will be able to provide this service.

I like being able to see the same GP each time I have an appointment as I feel my care is more personal; if the merger and site closure go ahead, will I still receive personal care?

You will still be able to receive personalised care from Dr Allan at Beaconsfield Medical Practice.

However, you can see any GP within the practice regularly, if you wish.

I am concerned that if I become a patient of a larger practice, it may be difficult to get through to reception over the telephone.

Extra telephone lines can be added easily as Beaconsfield Medical Practice are on a cloud based system. They will monitor the call statistics and arrange more telephone lines as necessary.

Where is Beaconsfield Medical Practice?

The address is Beaconsfield Medical Practice, 175 Preston Road, Brighton, BN1 6AG. It is an 8 minute drive or 15 minutes' walk away from Matlock Road Surgery.

I would like more information about Beaconsfield Medical Practice? Please visit their website for more info: www.beaconsfieldmedicalpractice.co.uk

What type of appointments and services are available at Beaconsfield Medical Practice?

Beaconsfield Medical Practice offer a range of appointments (with male and female practitioners) including:

- Pre bookable (up to 4 weeks) face-to-face GP and practice nurse appointments
- Telephone appointments with a GP
- On the day face-to-face GP appointments
- Online booking for appointments via Patient Access
- Extended hours appointments with GPs & nurses

Beaconsfield Medical Practice also offer the following services:

- Travel vaccinations

- On-site midwifery clinics
- Community Navigation Service
- On-site counselling (via GP referral)
- Sexual health education for young people
- Clinics for long-term conditions such as asthma and diabetes.

Is Beaconsfield Medical Practice wheelchair accessible?

There is limited Blue Badge holder parking in the car park that is shared between Beaconsfield Medical Practice and Stanford Medical Centre (who occupy the same building). Beaconsfield is fully wheelchair accessible and has a lift for patient use if necessary.

Patient Information / Q&A re proposed merger

Dear Patients

We have put together some Q&As which we felt may help in regards to the proposed merger of Beaconsfield Medical Practice and Matlock Road Surgery as we are aware both sets of patients will have concerns over the proposal. We hope these may help.

- How difficult it might be to get through to a larger practice by phone to make appointments and a desire to know if additional phone lines will be added
Extra lines can be added easily as we are on cloud based system, we will monitor the call stats and arrange as necessary
- Concerns about lengthy booking times for less urgent appointments at a larger practice
We offer up to 4 weeks bookable in advance plus have a proportion of on the day appointments.
- How reviews of the new practice compares to their current one
Both practices have similar reviews
- Concerns about continuity of care and becoming “a number to a bunch of GPs that don’t know me” with impersonal care
*All GPs in our practice have access to patients’ notes, we would always encourage a patient to see the same GP however this is not always possible as the patient may not be able to attend when that particular GP has appointments available. Dr Paul Allan will also be joining our Partnership and will be available to see all patients.
All our GPs pride themselves on treating each patient as an individual, our philosophy is to provide a high standard of patient care in an efficient and well-organised but friendly family oriented environment. Patients’ interests are kept to the fore with a strong emphasis on continuity of care. All partners have a strong commitment to the NHS.*
- Concerns that the new receptionists may not be as friendly as the ones patients are used to at their current practice
All our reception staff are fully trained and always do their best to help all patients. Our team ask for an indication of what the appointment is for to ensure the patient receives the most appropriate appointment; the clinical staff have found this information invaluable.
- Concerns that they will have to see locums
We do on occasions use locums however when we do employ a locum is usually one of a small group that are aware of our practice and how we work, often we try to use one of our salaried GPs who are not usually working on that day.
- A feeling that engagement exercises are a tick box exercise and really proposals are all a “done deal”
We believe that should the majority of patients from both practices raise strong objections the CCG and commissioners would listen and act accordingly.

Beaconsfield strongly believes that patients should be listened to and have had a PPG for many years, patients can also feedback via many mediums and all feedback is always welcome.

- **Ease of parking and access**
Beaconsfield Medical Practice is on a major bus route and we would recommend using public transport when possible. There is a small amount of patient parking although we cannot always guarantee a space; parking is also available via pay and display in Preston Park and surrounding roads.

- **Availability of female GPs**
We currently have 2 female GP Partners and 3 salaried female GPs; over the course of a normal week excluding extended hours there are 17 sessions per week available with a female GP.

- **General concerns about practice mergers/closures rate locally**
Both practices feel this is the best option as the lease will end at Matlock Road Surgery in March 2020; at Beaconsfield Medical Practice we have the capacity and space to be able to offer a full range of services to all our own patients and those who will join us from Matlock Road Surgery.

We hope you have found some of the above useful; other information regarding the proposed merger is also available on our website including a copy of the letter that is being sent to all patients.

Thank you for taking the time to read this. We welcome all patients' current Beaconsfield Medical Practice patients and those that we hope will join us soon from Matlock Road Surgery.

The Partners and Team at Beaconsfield Medical Practice