**Proposed New GP Partnership Between**

**Dr Rao and Dr Zafar & Partners**

As a patient at Rillwood Medical Centre we are writing to you to let you know that Dr Rao will be forming a new GP Partnership with Dr Zafar & Partners at Danes Camp Medical Centre effective from 1 November 2016.

There have been many stories in the media recently about the fact that GP Practices are very pressed at the moment – facing increased demands with limited NHS resources – these are broadly true. There is a national shortage of GPs and Practice Nurses and some practices are really struggling. Over the last 20 years, what the public want and need from a GP Practice has changed significantly and together with the published current and future Government plans for the NHS, the current set up of lots of small Practices is not now suitable to meet the significant challenges that lie ahead. In the face of these challenges most Practices now understand that they need to evolve in order to survive – but in doing so seek to preserve the good parts of the existing services in the process.

The combined practice partnership will be stronger, more resilient and better placed to attract new staff to replace nurses and doctors that may have plans to retire in the future. We think that together we will be able to offer better services longer term.

The aim of the new Partnership is to:-

* Improve the overall range and quality of services to all patients
* Improve access to more clinical staff for patients
* Improve patient choice, increasing GP availability and the number of female and male GPs

The doctors at both Rillwood M.C. and Danes Camp M.C are committed to keeping all that is best and most cherished about each surgery, whilst maximising the benefits from working within a larger organisation.

Please note that the proposed fusion of the two Partnerships is not the same as a full-scale Contractual Merger as initially there will be no changes made to the existing IT infrastructure, clinical software, telephone systems, surgery premises locations and access to surgery based services, or our permanent staff resource.

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**Frequently Asked Questions**

1. **When will the new Partnership start?**

1st November 2016

1. **Will the telephone numbers for booking appointment or obtaining test results be the same as now?**

Yes – 01604 405006 for appointments and 01604 410007 for test results.

1. **How many doctors are there at Danes Camp Medical Centre?**

Presently there are four male and one female doctor at Danes Camp Medical Centre

Dr Azhar Zafar (Male) MRCP(UK), MRCPS(GLGS) FRCGP

Dr Kashif Zaman MBBS (Male) MBBS, MRCP(UK), MRCGP

Dr Asim Chishti MBBS (Male) MBBS, MRCGP

Dr Haroon Butt MBBS (Male) MBBS, MRCP(UK), MRCGP

Dr Ayesha Azhar (Female) MRCGP, MRCOG, MBBS, DFRSH BSc

1. **Will the doctors at Danes Camp Surgery also be working at Rillwood Medical Centre?**

Over a period of time it is anticipated that all of the new GP partners will do some sessions at Rillwood Medical Centre. However, in the early stages we expect that there will be up to three of the new GP partners working on a rota basis to do regular sessions at Rillwood Medical Centre.

1. **What happens if I need a GP outside normal hours?**

There is no change. Please ring 111 or your usual surgery and a recorded message will tell you what you need to do next.

1. **How do I make an appointment?**

There are no plans to make any immediate changes to the way that patients book appointments. You will still be able to make appointments in person, by phone or online as we currently do, to request an advance booked, urgent on the day, telephone consultation or home visit.

We will however keep the appointment system under review so that wherever possible the patient experience is improved wherever possible.

1. **Will I still be able to see my usual GP or nurse?**

Yes – The two lists of patients registered with either Rillwood M.C. or Danes Camp M.C. will not be merging when the new partnership is formed on 1 November 2016 but there is a possibility that this could happen in the medium or longer term. However, in the short term individual patients will still be able to see the GP or Nurse that they prefer (providing he or she hasn’t retired) and get the NHS services they need.

1. **I sometimes have appointments with specialist workers (e.g. counsellors, retinal screening, midwives and health visitors). Will I still be able to see them?**

  Yes. There is no change to booking appointments with these specialist workers.

1. **How do I get in touch with the District Nurses?**

There is no change to how you can contact the District Nurses. Please continue to contact the surgery in the first instance.

1. **What do I do if I need a home visit?**

There is no change to how to book a home visit. Home visits are made for those who are too ill to attend the surgery. Whenever possible these should be requested before 10.30am so that the GP can telephone you to carry out an initial assessment at the earliest opportunity.

1. **How do I order my repeat prescriptions?**

There is no change to how you can order your repeat prescriptions. You can continue to request your repeat prescriptions via email, online, fax, post or in person. Please allow 48 working hours for your prescription to be prepared.

1. **How do I collect my prescriptions?**

There is no change to how you can collect your prescriptions. You can request that your prescription be sent to the pharmacist of your choice electronically or alternatively collect your prescription from the surgery.

1. **How do I get my results?**

There is no change to how you can get your results. If we have an up to date mobile number for you then you will receive a text message for each test result that is reviewed and filed by the GP. In some cases we may need to speak to you in person and will therefore ask that you contact the surgery to be given more information. Please avoid telephoning for results before 11.00am in the morning as this may block the telephone lines for important calls that the doctors and staff need to make or respond to.

1. **Do I have to stay with the new practice?**

No – you are free at any time to register with another GP Practice if you are dissatisfied with ours. It is quite easy to register at another Practice – you just present yourself to the new Practice, fill in some forms and that is usually it. Of course we hope that you will stay with us, as we feel that once things have settled down we will continue to provide an excellent service - hopefully even better than before.

1. **Will we be making staff redundant?**

No, we will not be making any staff redundant as a direct result of forming a new Practice Partnership.

1. **How will we keep in touch with patients?**

Please continue to visit our website at [www.rillwoodmedicalcentre.nhs.uk](http://www.rillwoodmedicalcentre.nhs.uk) and also [www.danescampsurgery.nhs.uk](http://www.danescampsurgery.nhs.uk) for the latest news. It is possible that in the longer term we may combine both websites into one and will provide more information when available.

**STILL HAVE SOME QUESTIONS?**

If you have any questions about the proposed new Practice Partnership or this information sheet then please i) present your query to Reception; ii) leave a written message in the suggestion box or alternatively write to us at reception@gp-k83020.nhs.uk .

Dr Rao & Partner

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