

Watership Down Health

Further to our first Frequently Asked Question list we have tried to address a few further key questions below regarding our Merger.

We are happy to try and answer other questions and would ask that you direct these to the Practice Business Manager at Email: susannah.altmeyer-ennis@nhs.net.

'Frequently Asked Questions'

Question	Answer
Why merge?	<p>We want to continue to improve the quality of care we offer, to embrace the demands placed on us and advance the services we offer to you, our patients and carers.</p> <p>It is only possible for us to do this in the future as a larger organisation. Some services can only be delivered at scale and it allows us greater negotiating powers with the local Hospital Trust and the Clinical Commissioning Group.</p>
When will the merger happen?	We intend to merge on 01 October 2018. We have recently received the approval of the North and Mid Hampshire Clinical Commissioning Group.
What will the new Partnership be called?	The merged practice will be called Watership Down Health . We are currently having a new logo and web site put together.
Are you going to change the practice boundary?	The practices' current boundaries overlap so we do not anticipate a change but a merger of the two.
Will any surgeries close?	No, we do not have plans to close any sites.
Will I have to travel?	We do not anticipate any patients needing to travel outside their usual travel arrangements to their nearest surgery although at some point it may be necessary in the case of specialist clinics offered by doctors at a particular site. We will do all we can to minimise the amount of travelling necessary. It may be over time that if it is more convenient for some patients to be seen at a different practice that patients may choose to do this. This will be a choice.
Does this mean I won't get to see my usual doctor?	We anticipate that the doctors will continue to work as they do now at both sites. This will mean all of the current doctors will continue to work at their usual site. There may be times when it is helpful to use an individual doctor's more specialist skills, in which case this may only take place at a specific site.

continued overleaf

<p>Will there be more demand for appointments, making a longer waiting time?</p>	<p>No, we will offer the same access to our clinicians with same day surgeries triaged by our team and pre-booked routine appointments with all doctors and the nursing team.</p>
<p>Does this mean I won't be able to get through on the phone?</p>	<p>At some point in the future, we will have one telephone number for the merged practice however this will not happen immediately. We will of course ensure that there will be adequate staff available to deal with all patient telephone queries. We do not anticipate any additional waiting time for calls to be answered.</p>
<p>What extra services might you provide?</p>	<p>We have commenced a trial of Improved Access opening times from 6.30 – 8.00 p.m. Monday to Friday and Saturday mornings across Overton, Kingsclere and Tadley surgeries. With our colleagues at Tadley, a Frailty nurse has been appointed who will work over all sites that are part of the Rural West Group. We are however aware that there is a big push from the government in their 'Five Year Forward View' to have a wider range of services available in the primary care setting. This will benefit our patients going forward and we will work together as a merged practice and with our colleagues at Tadley to shape our future.</p>
<p>Will this change the friendly nature of the practice?</p>	<p>The partners in both practices share a similar ethos and understand the importance of offering a warm, welcoming and friendly environment to our patients. They also believe in investing in a great practice team to help deliver this.</p>
<p>How will we be communicating our plans?</p>	<p>We have printed information, which we are distributing to our patients. This will also be available on our website and included in our practice newsletter. We will keep you updated as we move forward with our merger. We are planning for a letter to go to each household in early September 2018.</p>
<p>I need a Repeat Prescription near to the Merger date on 01 October 2018, what should I do?</p>	<p>We are expecting to be particularly busy around the time of our Merger therefore we ask that patients think ahead and request their Repeats earlier in September to help us.</p>
<p>What will happen to my medical information?</p>	<p>On the 1st October 2018, we will transfer onto a combined patient record system for the merged practice. This will make communication between the practices much easier.</p>