**Merger FAQs – Royton & Crompton Family Practice (RCFP) and The Parks Practice (Parks)**

1. **Will I still be able to make appointments at my usual surgery?** No, Both surgeries will be merged together as one practice from the 1st April 2020.
2. **Will I still be able to see my usual doctor?** Yes you will. All staff and partners (whether clinical or not) will be based at their original site forming the new merged practice. This should be very beneficial to staff and patients and is also a requirement of the Care Quality Commission.
3. **Can I see another doctor if I want?** Patients will be able to request appointments with any doctor. You will have 10 male GPs and 5 female GPs on a regular basis available to all patients.
4. **Will I have to be seen by other Dr’s?** You will have a choice of Dr’s but for example RCFP Dr’s perform minor surgery - you will be asked to see them like all patients presently do for this treatment.
5. **How will the new arrangement benefit patients?** Both practices offer additional appointments outside of core hours and this will continue.
6. **Will any service currently offered be removed or stopped?** No – As a result of the merger all previous primary care services offered by the practices will remain unaffected. All services we currently offer under the GP Contract will continue.
7. **Will any new services be introduced?** We strongly hope so. We are still in the early stages of investigating what services would be appropriate and helpful to all our patients and we are all committed to improving access to and delivering the best healthcare possible.
8. **How will the new arrangement benefit the medical staff at the practice?** Medical staff will have a wider pool of knowledge to draw upon and will have more opportunities to specialise; annual and sick leave should be better covered leading to lower stress levels of the remaining staff. Partners will be able to share the ever increasing administrative work load required of them by the Government.
9. **Will the nurse, phlebotomist and healthcare assistants be available as often as they are now?** Yes
10. **Will the phone number remain the same?** At the moment each practice will retains their usual number however, at some point the surgery number will change to enable calls to be handled across the merged practices.
11. **Will the website for making appointments and reordering prescriptions remain the same?** Yes, this will still remain the same
12. **Will I still be able to order my prescriptions over the phone?** Only for certain criteria’s, this will be obtainable via websites.
13. **Will the arrangement with the pharmacy to deliver my medications continue in the same way?** Yes. There will no change to this.
14. **Will the reception operate in the same way?** We do not anticipate any changes except with the phones.
15. **What is the PPG?** This is a Patient Participation Group run by patients for patients. It provides a link between the surgery and our patients and is an important part of ensuring that the impact of the Government's plans for the NHS meets the needs of all our patients. Things that PPG’s could do can include:
* *Setting up information events for patients to attend*
* *Jointly discussing the feedback from any patient survey*
* *Feeding back concerns expressed by patients where services were not effective or coming up with suggestions that could lead to saving money, for example where things are being duplicated.*
* *Discussing why the practice is not offering the same kind of service as another*
* *Providing feedback from patients on ways to improve the surgery*
1. **Will the PPG continue to operate in the same way after the merger?** The PPG members need to meet jointly and decide their preferred way forward. RCFP and Parks PPG’s will work together for the benefit of the patients of the new organisation and both practices feels that joining together would be the best way forward for this.
2. **Will I be removed from the list if I don’t attend any of the consultation meetings or respond in writing?**

No – All patients will be automatically transferred to the newly merged practice under the proposed name of Royton & Crompton Family Practice. Only if a patient chooses to move practices will they be removed.

1. **Do I need to do anything as a patient to remain on the list?** No – patients will automatically be transferred onto the new practice list under the proposed new name of Royton & Crompton Family Practice.
2. **Will this affect any treatment or medication I am currently receiving either at the GP practice or any Hospital?** No – Any patient’s current treatments/ medications or any investigation that they are undergoing at a hospital will be unaffected, by the merger.
3. **Will this affect my referrals to hospital?** No – Any patient who is currently undergoing investigations or treatment at a hospital will be unaffected.
4. **Will this affect access to other services such as District nurses, midwives, community matrons etc…?**

No – Any patient who is currently under the care of community based services at home or within the practice will be unaffected.