

## **FAQs on Merger of Brimpton Surgery to Kelvedon & Feering Health Centre**

**Q: Will my care be affected**

A: No... in fact as a patient of a larger practice you will have access to a more efficient service, with new services such as Nurse Practitioners, Clinical Pharmacists and regular Doctors (not Locums)

**Q: What if when the merge takes place I no longer want to be registered with the Kelvedon and Feering Health Centre**

A: All patients have a choice with whom they register with. If at any time you wish to register with a different practice, as long as you are in their catchment area then it is your own personal choice to do so. You would not have to inform us, all the relevant paperwork will happen when you present to a new surgery asking to register with them

**Q: What will the Practice be called?**

A: The name of the merged Practice will be The Kelvedon and Feering Health Centre

**Q: Will I be able to see my usual Doctor or Nurse?**

A: Continuity of care is valued by both patients and doctors. Even though there will be a larger team of doctors and nurses, every effort will be made to maintain continuity. For urgent health problems, you will still be seen on the same day but we will have increased flexibility to respond more effectively to the daily demand.

**Q: I have a long term health problem – how will this affect my care?**

A: Every effort will be made to ensure that you continue to see a preferred GP for ongoing care. If you usually attend a specific clinic such as diabetes, etc. then this will continue. By sharing the expertise and skills of staff from both practices, we can ensure our current services are of the highest quality.

**Q: Will your Opening Hours Change?**

A: Core opening hours will remain the same with telephone lines open for all patients from 8.00am until 6.30 pm Monday to Friday.

**Q: Booking appointments – will I see any changes?**

A: You should not see any major changes when booking an appointment. We may in time look at new telephone systems and more efficient ways of booking an appointment such as electronic booking systems. All patients will be communicated with as and when any changes occur.

**Q: My Medical Records – how will these be affected?**

A: Our clinical system provider will merge the electronic records of all our patients. Whichever clinician manages your care, they will be able to access your records no matter which Practice you were members of. All paper records are stored securely at present and these will be merged for ease of access.

**Q: Prescriptions – how will these be affected?**

A: With a shared computer system there should be no change to the current way in which you order or receive your prescriptions. If you order your prescriptions online then we may need to update your access details, further information will be provided as we ourselves find out more about the process that will be required.

**Q: Patient Participation Group**

We currently do not have a Patient Participation Group at either surgery. If you are interested in finding out more about the patient participation group please ask Reception.

**Q: Keeping you Informed**

We will post regular updates on our websites, provide paper updates at the health centre and look out for Notices on our Information board. We value your views, and if you have any questions or comments, please address them to either Surgery.