

Area	Date Raised	Site PH or JP	Question	Response
alternative location	20/12/2019	JP	My problem with Park House would be getting there as I live too far from the bus route to get a bus. My husband is 80 and I am 70 and we would struggle to go there. Hopefully we can be assured of getting appointments at Lowdham	The availability for appointments at the alternative practice is optional, the current bus route runs very closely to Jubilee and Park House so some patients may be able to get an earlier appointment if they can travel. We endeavour to accommodate as many appointments as possible at the most local practice for all patients.
	19/12/2019	PH	FB - Hope that does not mean we will have to travel more to park house instead of the 10 minute walk?	The availability for appointments at the alternative practice is optional, the current bus route runs very closely to Jubilee and Park House so some patients may be able to get an earlier appointment if they can travel. We endeavour to accommodate as many appointments as possible at the most local practice for all patients.
	23.1.20	PH	Are we going to be forced to move practices?	No, patients will stay with the practice they are registered to and we will not force patients to move. The availability for appointments at the alternative practice is optional, the current bus route runs very closely to Jubilee and Park House so some patients may be able to get an earlier appointment if they are willing to travel. We endeavour to accommodate as many appointments as possible at the most local practice for all patients.
	29.1.20	PH	Will this mean we will have to go to Lowdham for appointments (WB)	Patients will stay with the practice they are registered to we will not force patients to move. The availability for appointments at the alternative practice is optional, patients may be able to get an earlier appointment if they travel. We endeavour to accommodate as many appointments as possible at the most local practice for all patients.
appointments	19/12/2019	PH	Does this mean we will have to wait longer for an appointment to see our preferred GP?	In the short term the merger will not affect availability for appointments with your preferred GP, in the long term it is likely to improve availability.
	19/12/2019	PH	FB - Will that mean the 3-4 week waiting for an appointment will now be 5-6 weeks?	In the short term the merger will not affect availability for appointments, we already offer "on the day appointments" where there is an urgent need,
	19/12/2019	PH	FB - Gosh you are lucky my last wait was 7 weeks!	We sincerely apologise that you were made to wait so long, we do our best to ensure waiting times for appointments as kept to a minimum. In difficult circumstances where there is exceptionally high demand we will offer appointments at the alternative site to avoid excessive delays. We offer "on the day appointments" where there is an urgent need.

19/12/2019	PH	FB - You've actually seen a doctor? I've given up hope of that!	We apologise that you feel this way, we do our best to ensure waiting times for appointments as kept to a minimum and we offer "on the day appointments" where there is an urgent need. Please speak to the Practice Manager if you wish to take this matter further.
Unknown	JP	Will the same appointment times be available at Lowdham or will there be reduced opening times?	The merger will not affect surgery appointment times, the NHS Contract tasks GPs with ensuring there is extended access to appointments e.g. early mornings and later evenings, these will be managed across both sites
13/01/2020	JP	<ol style="list-style-type: none"> 1. Will patients be advised which surgery to attend or can they choose. If you decide, could it be considered Lambley is not on a bus route and parking at Park House is difficult. Also the direct route from Lambley to Gedling is to be closed soon for up to 2 years. 2. Will patients ring a central switchboard to obtain the quickest appointment 3. Will we be able to see a doctor rather than deal so much on the telephone 4. Can we still be dispensing patients 5. Will any Lowdham doctors attend Park House and vice versa 6. Will there be extra doctors at Park House if Lowdham patients are transferred 	<ol style="list-style-type: none"> 1. In the first instance we will look at the branch the patient is registered at and allocate an appointment there, if there is an extended waiting time and there is an earlier appointment at the other branch this may be offered once the IT merger happens in the summer. 2. There is no intention to merge the phone systems in the next year there are two contracts with different suppliers so the phone system will not be changed for a while. 3. Initially the appointment system will remain the same until the IT merger, Jubilee Triage process will continue to ensure the patient is seen by the most appropriate clinician as quickly as possible. 4. There is no intention to change dispensing at Lowdham and therefore will continue to dispense to those patients that are eligible for this service. 5. Yes the 3 partners all plan to run sessions at both branches from time to time especially holiday and absence cover. 6. The long term plan is to have more clinicians across both sites. there is no intention to transfer patients from their current registered site.
20/01/2020	PH	Will this mean we will have to sometimes go to Lowdham for appointments?	In the first instance we will look at the branch the patient is registered at and allocate an appointment there. Park House patients will still be able to be seen at the Carlton branch and Jubilee patients will still be able to be seen at the Lowdham branch. If there is an extended waiting time and there is an earlier appointment at the other branch this may be offered to you once the IT merger happens in the summer.

	20/01/2020	PH	<p>1. It is becoming increasingly difficult to contact/call the surgery as waiting times are 20 mins for the call to be answered.</p> <p>2. Appointments are very difficult to make and availability is very limited.</p> <p>3. Will the merger make these problems better or worse?</p>	<p>1. There is a high demand for appointments at particular times of the day especially first thing in the morning, the staff will do their utmost to answer calls as quickly and efficiently as possible.</p> <p>2. There are online appointments and the NHS is encouraging all patients to sign up on line, the practices makes some online appointments available everyday.</p> <p>3. There will be the same service with the merger however the long term plan is to improve the systems and have more clinicians across both sites.</p>
	21.01.20	JP	When I call who will answer	The sites have separate phone numbers and this won't change for the foreseeable as there are two contracts with different suppliers. If you ring the number you usually call it will go to the same place it does now.
	21.01.20	JP	I have read about extended opening hours will the merged practice offer these.	Both practices already offer extended access for some early morning/late evening appointments and this will continue to post merger.
	23.1.20	PH	Will appointments be available online for both sites	Once the IT merger happens in June, you will be able to see and book the online appointments for both sites
	23.1.20	PH	Will appointments and urgent appointments be the same?	Initially yes, however we will be reviewing the appointment process and working out the best way forward for the new practice once the IT merger happens.
	23.1.20	PH	Will the appointment system be easy to navigate?	Our intention is to keep it simple for patients and staff and we will ensure that we clearly inform patients about any changes to booking an appointment.
	29.1.20	PH	It is becoming increasingly difficult to contact /call the surgery as waiting times are 20 minutes for the call to be answered. Appointments are very difficult to make and availability is very limited will the merger make these problems better or worse?(JS)	<p>The sites have separate phone numbers and this won't change, there is a high demand for appointments at particular times of the day especially first thing in the morning, across both sites. The staff do their utmost to answer calls as quickly and efficiently as possible, the safety of our patients is our primary concern, there are online appointments and the NHS is encouraging all patients to sign up on line, some online appointments are available everyday.</p> <p>Our long term plan is to improve the systems and have more clinicians across both sites. Our intention is for the merger to improve the service we provide, the demand for appointments first thing in the morning is a national issue and there is unlikely to be a change in the short term.</p>
communication	21.01.20	JP	I only found out about the merger by accident how are you going to ensure people know what's happening?	We are holding Patient engagement sessions, have notice boards in the waiting rooms, have written to key stakeholders including the local parish council MPs practices, and suppliers. We will continue to work to

			inform as many as we can .
23.1.20	PH	Please can we ensure there is copies of the Merger newsletter for patients available in the practices for patients to take away ?	yes we will and also put a copy on the website.
29.1.20	PH	Any plans for engagement meeting outside of working hours? (LB via facebook)	We don't have plans for further engagement meetings at the moment, by sharing all the questions and answers asked, creating a regular newsletter and updating the website we intend to keep patients informed. If you have a specific concern that's not already covered in the Q&A document please let the Practice Manager know and they can help resolve the query.
23.1.20	PH	Why do I receive a text 3 days AFTER the meeting to ask questions about the merger. The surgery has my mobile number so no problem contacting me? (SY via facebook)	We are publicising the merger information as much as we can, we followed NHS England guidance on patient communications and the text message to all patients was as a result of patient feedback at the engagement event. There is three months before the planned practice merger and we will be publicising all questions raised by patients to help allay any fears.
23.1.20	PH	I knew nothing about this! Have just received a text message! A little bit late don't you think? (KB- via facebook)	We are publicising the merger information as much as we can, we followed NHS England guidance on patient communications and the text message to all patients was a result of patient feedback at the engagement event. There is three months before the planned practice merger and we will be publicising responses to all questions raised by patients.
23.1.20	PH	Could this not have been at a weekend to enable people to attend who work? (AS Facebook)	The meetings were held at the best time to ensure we had the Leadership team including the GP Partners available to meet and speak directly to the patients and help answer questions and not impact on appointments.
23.1.20	PH	I received a text about this last night so a few days too late and I also received a link to another practice. (SH - via facebook)	We are publicising the merger information as much as we can, we followed NHS England guidance on patient communications and the text message to all patients was a result of patient feedback at the engagement event. There is three months before the planned practice merger and we will be publicising responses to all questions raised by patients

merger benefits

19/12/2019	JP	I can't see anything that enhances the everyday patient experience however I do realise the proposed change could be driven by operational need.	Over the next few months we will be working on a range of initiatives to enhance the patient experience, the merger will mean patients can be seen by a male or female doctor and benefit from extended opening.
Unknown	JP	1. Why not merge with the Ivy Medical Group 2. Will more online services be available e.g. appointments or repeat prescriptions?	1. The Ivy Group are a completely separate organisation, with their own leadership team and direction. 2. Online appointments and repeat prescriptions are already available at Park House and The Jubilee Practice, if you need further information please ask at reception.
31.12.19	PH	What are the benefits for patients of this merger? What will change?	Over the next few months we will be working on a range of initiatives to enhance the patient experience, the merger will mean patients can be seen by a male or female doctor and benefit from extended opening.
21.01.20	PH	What are the real benefits with joining with Lowdham surgery apart from an administration purpose and vice versa for Lowdham?	To improve stability and security of both practices. There will be specific clinics available which cannot be run at Park House currently. With the increasing demands on GPs from the NHS it is very difficult for small practices to meet the GP contract. The recruitment and retention of GPs is a national crisis a bigger practice is more appealing to newly qualified GPs and there are economies of scale in administrative tasks the GPs currently do can be released to improve patient care.
21.01.20	JP	when does it happen?	The merger is planned for 1/4/20 the IT system will merge in June 2020
21.01.20	JP	Is this a voluntary merger or is the NHS pushing for it?	Doctors Hatton, Campbell, and Louca are voluntarily choosing to merge their practices. The pressure to fulfil the requirements of the GP Contract should not be discounted in the reasons why it is happening.
21.01.20	JP	Will there be more facilities or extra services e.g. Wellwoman clinics?	With a larger practice there is more opportunity to do this and once the merger is complete we will look at the opportunities to maximise patient care. Dr Hatton from Lowdham can provide more specific clinics for female patients that are not currently available at Park House.
23.1.20	PH	How will the merger improve the practices?	The merger will improve stability and security of both practices. There will be specific clinics available which cannot be run at Park House currently. With the increasing demands on GPs from the NHS it is very difficult for small practices to meet the GP contract. The recruitment and retention of GPs is a national crisis a bigger practice is more appealing to newly qualified GPs and there are economies of scale in administrative tasks the GPs currently do can be released to improve patient care.

23.1.20	PH	Why are two practices merging and not a more local merger	Park House Medical Centre and The Jubilee Practice are independent businesses which provide a service on behalf of the NHS. They each deliver the GP Contract for their patients. The staff are employees of the Practice as a business they are not employed by the NHS. As business owners the partners looked at a variety of options over the last 18months and have agreed they want to work together and have similar values and work ethic, they all have a high regard for patient care. They considered alternatives included geographically closer practices and made their decision.
23.1.20	PH	How will the merger improve the service for both practices if you have the same number of staff?	The intention is to increase the level of clinical staff in the new practice, and the merger will improve stability and security of both practices. There will be specific clinics available which cannot be run at Park House currently. There are economies of scale in administrative tasks the GPs currently do can be released to improve patient care.
23.1.20	PH	Is there any flexibility of rooms at Lowdham site	Yes there are rooms which are available at Lowdham, some of the clinical rooms are only used in the mornings, so we will look at optimising this and may run additional clinics in the afternoon.
23.1.20	PH	We've heard all about the positives what are the negatives of the merger?	We are excited and optimistic about this merger for staff and patients and we believe it is a positive decision. As for negatives there is a huge amount of work to get through to deliver the new practice and align the new processes. Our staff and the Senior Leadership team are working hard to make this seamless for patients and that could be seen as additional pressure for them.
29.1.20	PH	What are the REAL benefits with joining with Lowdham surgery apart from an administration purpose and vice versa for Lowdham. (TM)	The intention is to increase the level of clinical staff in the new practice, and the merger will improve stability and security of both practices. There will be specific clinics available which cannot be run at Park House currently. It's important to say the economies of scale in administrative tasks will mean more GP time will be released to improve patient care. There are rooms which are available at Lowdham, some of the clinical rooms are only used in the mornings, so we will look at optimising this and may run additional clinics in the afternoon.

	29.1.20	PH	<p>1.What would be the amount of savings from the merger?</p> <p>2.What additional services would we get as a patient</p> <p>3. Would the waiting time to see a doctor be reduced (MTI)</p> <p>4. Will Park House Medical Centre be opened on Saturday Sunday?</p>	<p>1. There are no planned savings from the merger, it is likely with the alignment of T&Cs for staff and increase clinicians, costs will go up.</p> <p>2. Over the next few months we will be working on a range of initiatives to enhance the patient experience, the merger will mean patients can be seen by a male or female doctor and benefit from extended opening</p> <p>3. Our long term plan is to improve the systems and have more clinicians across both sites, the waiting time for a doctor may be reduced by the implementation of a triage system where some patients may be seen by a Nurse prescriber rather than a doctor, freeing up more doctor time.</p> <p>4. Park House Medical Centre offer weekend appointments on a rota basis with other local practices as part of extended opening this will continue, as will the evening appointments four days per week. Lowdham offer early morning appointments on a Friday.</p>
	29.1.20	PH	<p>We recently received a text message about the merger, since it has been a prospect for many weeks it would have been beneficial to get this information in advance. Can you let me know what the benefits are for the people of Carlton, Lowdham is not exactly round the corner and buses only run every half an hour can be delayed and are a half mile walk from bus stop to Jubilee practice. I understand the squeeze on finances that has seen some practices merge, but as someone who is an infrequent patient but getting older I am concerned about future facilities. (RS)</p>	<p>Thanks for taking the time to write to us. We are publicising the merger information as much as we can, the text message to all patients was as a result of patient feedback, we followed NHS England guidance on patient communications. There is three months before the planned practice merger and we will be publicising all questions raised by patients to help alay any fears.</p> <p>We endeavour to accommodate as many appointments as possible at the most local practice for all patients.The availability for appointments at the alternative practice is optional, some patients may be able to get an earlier appointment if they are prepared to travel, no one will be forced to attend the alternative site.</p>
Miscellaneous	19/12/2019	PH	I need medicine and they don't give it to me.	no response required
	19/12/2019	PH	I hate you !	no response required
	21.01.20	JP	Parking at Carlton is very difficult	We appreciate your concerns, the staff and patients there are aware of the issues. We will produce a map which shows where there are parking spots within the vicinity of the practice and put it on the website etc. (ACTION)
	21.01.20	JP	How many patients and doctors are on each site?	<p>Park House has 10k+patients 2 Partners and 3 salaried GPs = to 5 full time GPs</p> <p>Jubilee has 2.4kpatients 1 partner and 1 salaried GP = to 1 full time GP</p>

Patient participation	21.01.20	JP	Will there be two PPGs going forward?	The Park house PPG meet in person on a regular basis, the Jubilee PPG have a virtual agreement and much is done over email. In the future we hope there will be one collaborative PPG.