

Regent Medical Centre & Broadway Medical Centre

Frequently Asked Questions

Access

Q. Will there still be the same number of appointments available at my usual practice?

A. We will provide the same number of appointments at each of the sites; however, it will mean that we will be able to more effectively manage the demand for telephone appointments across both practices.

Q. Will I still be able to get an appointment at my usual practice?

A. Patients will see no change and appointments will be available as usual. However, you could be offered an appointment at either site if this was more convenient or suitable for you.

Q. Will I still contact my practice on the usual telephone number to make an appointment?

A. We may move to a model where all calls go to a central telephone line. If this is to change, we will communicate this out to patients beforehand.

Q. If I do not have my own transport how will I get to and from my usual surgery?

A. If patients do not have transport we will prioritise appointments at their usual practice.

The distance between the two practices is just under 1 mile. Travel between the building is 3 min drive / 10-15 minute walk, therefore patients can easily be seen at both sites should the need arise.

Q. If I use my own transport will there be sufficient parking available?

Regent Medical Centre has a car park. Broadway Medical Centre has one disabled parking bay at the front of the surgery and parking is available in the adjacent streets. It is expected that both practices will continue to provide the same or similar levels of activity following the proposed merger, therefore no change to the current levels of parking is expected.

Continuity of Care

Q. Can I still speak to my regular GP or Nurse Practitioner?

A. Dr Chaudhary is retiring from Broadway Medical Centre, but we will be looking to recruit new staff at the merged practice. Otherwise, patients will still speak to their usual clinicians and see no change in practice.

Q. *Will I still be recalled for my Chronic Disease reviews at the practice?*

A. Chronic Disease management will not be affected by the proposed merger but you may have a choice of location to attend which may be more convenient.

Q. *What additional benefit will I see?*

A The aim is to provide the below benefits

- Improved access with the choice of appointments at either site
- Economies of scale with shared resources
- The future development of centralisation front and back office functions
- The opportunity to share best practice and build a stronger team
- Reduced costs from improved efficiencies, allowing for reinvestment to develop the service we provide
- Strength as a larger scale provider to influence the outcomes for our practices and patients
- Future sustainability to allow us continue to deliver high quality and safe primary healthcare

Staff

Q. *Will the reception and clinical staff be affected by the proposed merger?*

A. The existing staff contracts are protected, and the staff will continue to provide business as usual.

Opening Hours

Q. *Will the practice opening hours remain the same?*

A. Practice opening hours will continue as normal at both buildings.

Practice Services

Q. *Will I see any change to the services currently provided at the practice?*

A. We aim to provide improved access with a choice of appointments at either site.

Community Services

Q. *Will the proposed merger affect the care of patients who are housebound?*

A. Community nurses will continue to work closely with both practices as normal.

Q. *Will there be any change to the service we receive from community midwives or health visitors?*

A. Midwives and health visitors will continue to work with both practices as usual to provide care to our expectant mothers and young children.

Prescriptions

Q. *Will I still be able to use my usual pharmacy for my prescriptions?*

A. Prescriptions will continue to be managed in the same way and you will still be able to use your preferred pharmacy.