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## Heathrow Medical Centre

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14.12.2020

Dear Patient,

### **Important information about your GP practice**

I am writing to you with some important information about a proposed organisational change at the practice. **Please share this with other household members that are also registered at the practice.**

We are committed to providing the best possible service to our patients and local communities and as, you may know, have been working closely over the past few years with other practices in the area. We now believe there is an excellent opportunity to work even closer with two other local practices, Shakespeare Health Centre and Pine Medical Centre.

We are now considering joining practices together in a merger that will deliver a seamless experience across multiple locations. Working together in this way will increase support for patients and staff. We are excited about the future potential of a larger practice and the broader range of services you will be able to access.

Our goal continues to provide trustworthy, reliable, and patient-centred healthcare. Your practice will still be your practice, 'business as usual', and you will still be able to see your usual doctors, nurses, and practice staff. We know from patient feedback, that continuity and consistency in care is important to you. The surgery's telephone number will remain the same.

We want to hear your thoughts on this proposal. Please see the patient information on page 3-5 and we would be grateful if you could

Complete patient survey on <a href="http://www.firstcaregp.nhs.uk">www.firstcaregp.nhs.uk</a> by 03/01/2021
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You may also receive a link to the survey by text message, however if you have any difficulty, we do have a supply of survey forms at the practice but please be aware there are distancing measures in place due to COVID-19. Alternatively, you can also ask a member of staff if you need additional help completed the survey.

Your views are important to us so if you do have questions, comments, or would like further information, we would like to invite you to our upcoming virtual patient information sessions on the following date(s) and times:

Date	Time (s)	Venue
Thursday 17 <sup>th</sup> December 2020	12.30pm and 7.00pm	Virtual Meeting
Friday 18 <sup>th</sup> December 2020	12.30pm and 7.00pm	Virtual Meeting
Saturday 19 <sup>th</sup> December 2020	11.00am and 2.00pm	Virtual Meeting
Monday 21 <sup>st</sup> December 2020	7.00pm	Virtual Meeting

For details how to join the meeting, please visit our website and follow the instructions.

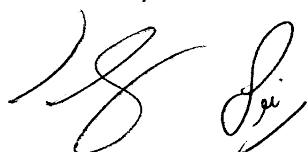
Healthwatch Hillingdon is the statutory independent consumer champion for users of health and social care services. It listens to, advises, and speaks up on behalf of patients. If you have any queries or would like to discuss these changes with Healthwatch, please call 01895 272 997, email: [office@healthwatchhillingdon.org.uk](mailto:office@healthwatchhillingdon.org.uk) or go to [www.healthwatchhillingdon.org.uk](http://www.healthwatchhillingdon.org.uk)

We would again like to take this opportunity to reassure you that you do not need to take any action and you can continue to access your current GP services in the normal way.

The final decision on the proposed merger will be made by NHS Hillingdon Clinical Commissioning Group in January 2021. The feedback we receive from our patients will form part of the merger application and we will contact you afterwards to let you know the decision and next steps.

I would finally take this opportunity to wish you a safe and healthy holiday period. If you have any queries, comments, or concerns please feel free to contact us.

Yours sincerely



**Dr MN Rajan & Dr Sri Natarajan**  
GP Partners, Heathrow Medical Centre

If you require this in another format, please let us know

**PATIENT INFORMATION**

**QUESTION AND ANSWER SHEET**

Heathrow Medical Centre, (Dr MN Rajan, Dr Sri Natarajan)  
 Shakespeare Health Centre (Dr J Verma, Dr P Aggarwal)  
 Pine Medical Centre Date (Dr R Gudi, Dr M Akin-Taylor, Dr S Sehdev)

The following questions / answers have been prepared to help assist patients who are registered at Heathrow Medical Centre, Pine Medical Centre, and Shakespeare Health Centre, who subject to all regulatory approvals, intend to merge to form a single partnership.

Question	Answer
<p>Why do the practices want to merge?</p>	<p>The practices are already working closely together and by merging we become a larger team with more resilience and less susceptible to variations in care. We want to be able to share excellent working practices across the three sites, and further improve the quality of services we offer.</p> <p>The merger will allow us to increase capacity and the number of services to our patients which will offer greater flexibility, rather than remaining as three smaller practices, e.g. our recent weekend drive-through flu clinics. These were very well received by patients from all 3 practices. We could organise these by working together, and trying to do this as a stand- alone small practice would have been extremely difficult if not impossible.</p> <p>It will also allow cross functional team working which in turn will lead to better patient outcomes because of the variety and different skills in the workforce within the three practices.</p>
<p>When will the proposed merger take place?</p>	<p>It is anticipated that the proposed practice merger will take place in April 2021, subject to all approvals and following extensive engagement with registered patients and all those employed by each of the practices mentioned above.</p>
<p>Will I still be able to make an appointment to see my regular GP or Practice Nurse?</p>	<p>Yes, you will still be able to book appointments to see you regular GP or Practice Nurse. We value the relationships our patients have with our clinical team and it is therefore expected that merging practices will increase the ability to provide our patients with continuity of care and access.</p>
<p>Will I still be able to make appointments at my usual practice?</p>	<p>The practices will continue to provide appointments to see the GPs, Practice Nurses, and other clinical staff</p>
<p>Will my usual surgery's opening times remain the same?</p>	<p>The group are not anticipating any changes to our current core opening times, though as a group we are very much looking at ways of further improving access.</p>
<p>Will there be changes made to the way I book appointments?</p>	<p>We are not currently planning to make any adjustment to our current appointment booking system, but we are already looking at a better process that provides patients with more choice and direct access to the clinician. Avoiding long telephone call waits is critical to us, as is ensuring that you have access to the right health professional/service, in the right place, at the right time.</p> <p>We will continue to contact our patients who require vaccinations, routine screening i.e. smears, annual bloods and medication reviews etc</p>

<p>Will I have to go to another GP practice site for my consultations and/or treatments?</p>	<p>No, however, if in the future, we feel that one of the other sites provides a better or more appropriate service for specific patients – for example, a particular nurse at another site may specialise in diabetes or asthma and you may be asked if you would like to attend this site to access more specialised care, if this is appropriate, and you choose to do so. It is your choice. The 3 practices are situated approximately 3 miles of each other.</p>
<p>Will any services that are currently offered by my usual surgery be removed or stopped?</p>	<p>We do not anticipate any reduction to the services we offer. We do anticipate the merger will provide our patients with an increase in the choice of services we would offer.</p>
<p>Will there be any changes to how I access the GP out of hour's service?</p>	<p>The out of hours service will remain the same, patients will continue to telephone the NHS 111 service, who will continue to signpost patients to the most appropriate service or arrange GP access if appropriate</p>
<p>Will the current arrangements that I have in place for getting my prescriptions stay the same?</p>	<p>The process in place for requesting medications will remain unchanged.</p>
<p>Will the intended merger affect any treatment or medications I am currently receiving either at my usual surgery or any hospital?</p>	<p>Any current treatments, medications or investigations will not be affected by our intentions to merge.</p>
<p>Will I need to re-register to become a patient of the single GP Practice?</p>	<p>There will not be a requirement for patients to re-register and it is also anticipated that patients will remain registered with their usual GP as they are now.</p> <p>All registered patients will automatically be merged into a single group and you will be able to attend any of the other locations without the need to register. The NHS safeguards in relation to patient confidentiality of information will continue to remain in place throughout the transition.</p>
<p>What will happen to my medical records?</p>	<p>When practices merge, the clinical systems in each practice will merge into a single system. This is an automated process and patient information will be transferred automatically.</p> <p>The new single system will allow the merged practice to work as a single organisation, providing our patients with the same safe and effective care, as we do currently.</p>
<p>Will the single GP Practice be able to provide new services to patients?</p>	<p>As a larger practice we will be able to offer an expansion to our locally offered services. For example, we hope to be able to include access to see other healthcare specialists, e.g. Clinical Pharmacist, asthma and diabetes nurse specialists, minor surgery, community blood tests etc.</p>
<p>How will the new arrangement benefit GPs and Nurses at the practice?</p>	<p>Our clinical team will have access to a wider pool of expertise and clinical knowledge to draw upon, and will have far greater opportunities to specialise in areas such as palliative care, diabetes, and asthma.</p> <p>With better processes, we anticipate that the current level of administrative tasks that our clinical team perform will be reduced and therefore allowing more time for clinical care with patients. Staff will be able to provide cover for any unplanned and planned staff absences which in turn will help alleviate any pressures felt by staff.</p>

<p>I am concerned that the practices will be taken over by a private provider?</p>	<p>No. The decision to commission GP services from a contractor lies with NHS Hillingdon Clinical Commissioning Group under strict governance. Therefore, the GP partners of Heathrow Medical Centre, Shakespeare Health Centre and Pine Medical Centre are not able to make such a decision.</p>
<p>If nothing is changing for patients, what are the benefits of merging?</p>	<p>Patients will benefit from continuing to have access to local GP services, a stable workforce and access to the wider skills and knowledge of the combined teams.</p>
<p>I am concerned that my local practice will lose its identity as part of a bigger organisation?</p>	<p>Our GPs and their entire teams want to work under a newly merged contract whilst retaining their individuality as well as sharing combined resources to establish a stable workforce in each site.</p>
<p>How can I be involved?</p>	<p>You are invited to join the Patient Participation Group (PPG). PPGs can bring significant benefits to a GP practice: improving our services, allowing resources to be used more efficiently and, most importantly, developing a supportive network. We continually welcome new members, please contact the site manager for more information.</p>

### Independent advice – Healthwatch Hillingdon

If you have any concerns and would like to discuss these proposed changes with an independent organisation, you may wish to contact Hillingdon Healthwatch, the support organisation that listens, advised, and speaks to users of health and social care services. Please call 01895 272 997, email: [office@healthwatchhillington.org.uk](mailto:office@healthwatchhillington.org.uk) or go to [www.healthwatchhillington.org.uk](http://www.healthwatchhillington.org.uk).

### You have a choice

Whilst we would be keen for you to remain registered at our practice and you do not need to do anything if you stay. If for some reason you want to change practices, you can register with any GP of your choice if you live within their practice boundary area. For further information on finding a practice please go to [www.nhs.uk](http://www.nhs.uk). The practice website will usually contain a map of the boundary area.

### What happens next?

NHS Hillingdon Clinical Commissioning Group will review patient feedback, financial information and overall business case for the merger and will decide whether to approve the proposal by early part of 2021, and if they agree the merger will begin from April 2021.

### How can I have my say in these changes?

Please attend one of our upcoming virtual patient information sessions. We have collected all patient opinions via an online survey. Full details of both are on the website [www.firstcaregp.nhs.uk](http://www.firstcaregp.nhs.uk) If you need any help to complete this survey, please contact **Tel: 07907 807 269**. Note the closing date for the survey is **3/1/2021**.

For more information please do not hesitate to get in touch!

You can contact your practice by email or telephone on the details below:

- Heathrow Medical Centre: Tel: 0208 754 1555, Email: [heathrow.mc@nhs.net](mailto:heathrow.mc@nhs.net)
- Shakespeare Health Centre: Tel: 0203 794 3119, Email: [hillccg.shcadmin@nhs.net](mailto:hillccg.shcadmin@nhs.net)
- Pine Medical Centre: Tel: 0208432 8569, Email: [hillccg.thepinemedicalcentre@nhs.net](mailto:hillccg.thepinemedicalcentre@nhs.net)