

**Drs Ghosh, Primorac, Park and Smith**

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Oak Tree Lane Surgery, Jubilee Way South, Mansfield, NG18 3SF Tel: 01623 649991 [www.oaktreelanesurgery.co.uk](http://www.oaktreelanesurgery.co.uk)

## **Report Regarding the Proposal to Merge Rosemary Street Health Centre and Oak Tree Lane Surgery.**

As a merged Practice Oak Tree Lane Surgery will be able to offer all services presently being offered at Rosemary Street Health Centre. It will not therefore be considered to be a branch although Rosemary Street Health Centre will be used for all correspondence and back desk administration.

The number of registered patients is as follows:-

Rosemary Street Health Centre	9983
Oak Tree Lane Surgery	<u>2997</u>
	12980

Patients will benefit immensely from the merger for many reasons:

- Increase in Enhanced Services provided at a choice of sites, for example in addition to the services already provided at Oak Tree Lane Surgery it will now also provide:

Minor Surgery  
Minor Ailments (walk in service)  
DMARD  
Anti Coagulation  
IUCDs  
Implanon

In addition to all services already provided by Rosemary Street Health Centre it will also now offer patients TeleHealth by actively using FLO.

- Booking appointments;  
Patients will be able to book appointments at both sites by calling either Oak Tree Lane Surgery or Rosemary Street Health Centre. Combining the two surgeries will give all patients a choice of site and as the practice boundaries overlap this will mean that patients will be able to see their GP of choice closer to their home
- Opening hours;

This will remain the same at Rosemary Street Health Centre, however Oak Tree Lane Surgery presently closes on a Wednesday afternoon and offers on call triage only. Once merged this site will remain open and offer patients a full service of GP and PN consultations and extend opening times from 8:30 am to 8am.

- Extended hours;  
This will remain the same at both sites.
- Home visits;  
These will be shared by all clinicians allocated according to whomever is closest to the patient or requested by the patient.
- Telephone system;  
There are no imminent plans to change any telephone system as it is believed that this will cause unrest to the patients. Should we consider changing the telephone system in the future there will be a full patient consultation preceding it.
- Premises / facilities;  
Resources will be shared ensuring efficient and effective ways of working. Patients will be offered a choice of sites to ensure they receive an appointment on their specified day and with their GP of choice.
- IT system;  
We intend to liaise with NHIS to ensure access to both shared drives, intranets and a merged SystmOne clinical system.  
There are future plans to create a single website however at present, especially due to the introduction of online appointments we will operate two separate sites with links included to the other.
- Training Practice;  
Following a formal visit from the Deanery we are confident that Oak Tree Lane Surgery will be accredited as a Training Practice. This measure of excellence will increase patient confidence in the practice and patients' expectations of a high quality service provision, which will be met.

An increase in the availability of GP partners, salaried GPs and registrars will also eliminate the need for locum cover at Oak Tree Lane Surgery ensuring continuity of care for the patients.

This increase in clinicians across the board will also enable all patients to have a choice of gender of their GP. At present, Rosemary Street Health centre is

male dominated whereas Oak Tree Lane Surgery is the opposite. This issue has been brought up in Patient Surveys and ad hoc comments in the Suggestion Boxes and will obviously be solved by the merger.

Both practices have consulted and engaged with registered patients about this proposal to ensure patient choice throughout:

Both sites have agreed to uniform communication to ensure all patients receive the same information despite where they are presently registered.

This information has been disseminated through –

- Patient Participation Group
- Surgery websites
- Prescription notes
- Practice Newsletters
- Posters in local pharmacies
- Practice Twitter account
- Patient Call Screen

The PPG has been actively involved in the discussions with the merger. The surgeries of both PPGs have met as one group and endorsed the merger of the two practices. They have consulted with patients and informed them of the new services that will be available and a positive response has been received.

The merger proposed will bring about benefits to the Council, the CCG and LAT in line with the current Primary Care Strategy.

Two practices working as one in the same area will reduce the meetings needed for MDTs which is becoming an essential part of Health and Social Care.

Combining Social Workers, Housing Officers and other local agencies in to one caseload would reduce demand and increase the quality.

We are confident that following the merger we will see a marked reduction in referrals, not only due to the increase in Enhanced Services being provided to an additional 3000 patients, but also due to the increase in available GP appointments and the wider variety of clinical skills. Being seen in practice rather than secondary care is preferable for the majority of patients as it reduces waiting time; travel expenses and improves the continuity of care.

Oak Tree Lane Surgery is presently a single handed practice challenged by the increasing demands of patients; increasing external scrutiny; and increasing financial pressures. Merging with Rosemary Street Health Centre will eliminate the pressures felt by a single handed practice by providing clinical peer support; flexibility of duties; and financial stability.

The catchment areas covered by Rosemary Street Health Centre and Oak Tree Lane Surgery are seeing many present and planned housing developments e.g. Berry Hill; Sandlands; and Peafield Lane. Hence we are seeing and will continue to see an increasing population and subsequent increase in patient need for clinical services. Merging the two practices and providing the benefits mentioned previously such as the increase in GP availability; increase in clinical skills; and increase in enhanced

services, the CCG and local council will not need to consider the need to for an additional Primary Care Provider.

NHS England has approved the merger through its Area Team and is confident that its organisation will provide efficiencies and a wider range of service for its patients.