



Martin Gately
Democratic Services
Policy, Planning and Corporate Services Department
County Hall, West Bridgeford
Nottingham
NG2 7QP

10th February 2014

Dear Martin

Re: Merger of Willowbrook Medical Practice and Pantiles Medical Centre

We have been instructed by NHS England to inform you in respect to the proposed merger of two Sutton-in-Ashfield GP practices.

Willowbrook Medical Practice, as the largest primary healthcare provider in the area, have built a team which is committed to patient care. Over the last few months, we have provided support to Pantiles Medical Centre, and believe, by joining the two practices, improvements to patient care and significant savings can be made to our local health economy.

On behalf of Dr Chandran of Pantiles Medical Centre, 6 partners of Willowbrook Medical Practice, work colleagues, staff, PPG members, NHS stakeholder and most importantly our patients, we seek support for the joining of the two practices. The merger is proposed for April 2014 subject to finalisation of legal documents, NHS England contract transfer, patient data transmission and other logistical matters.

I have enclosed a briefing paper which describes the changes and benefits the merger brings to patients and the local community. Both practices have undertaken various consultation exercises with the Patient Participation Group, Practice Staff and a sample of Registered Patients. Both practices will continue with patient and wider stakeholder engagement during February and March 2014 in accordance to the attached plan.

We would like to confirm that Dr Jeremy Jenkins will attend the Committee on 24th February 2014 to represent both practices, present the business case for the merger, and answer any questions.

Yours sincerely

Anisa Laher

*Healthcare Consultant
Willowbrook Medical Practice Management and Services Department
Email: anisalaher@gp-C84012.nhs.uk*

On Behalf of :

Dr's Jenkins, Watts, Woods, Hussain, Freeman & Singh from Willowbrook Medical Practice

Dr Chandran from Pantiles Medical Centre

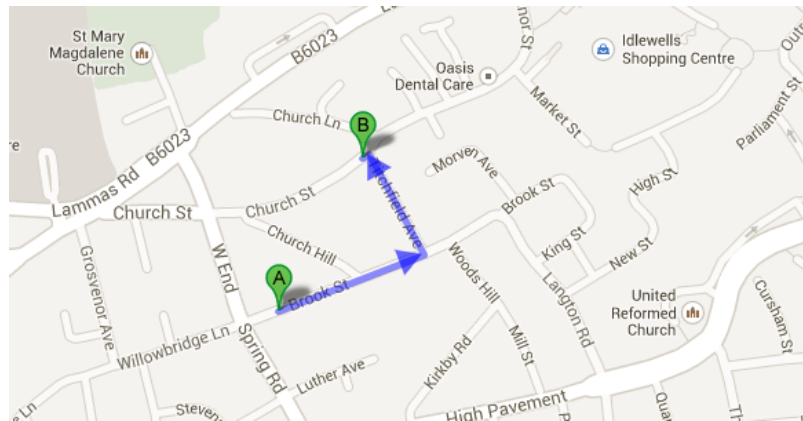
MERGER BRIEFING PAPER

WILLOWBROOK MEDICAL PRACTICE AND PANTILES MEDICAL CENTRE

1. Willowbrook Medical Practice (WMP) and Pantiles Medical Centre (PMC) are both situated in Sutton-in-Ashfield. WMP have a registered list of 13,099 and PMC of 2,4012 patients.
2. WMP Background
 - a. WMP is an East Midlands Healthcare Deanery teaching and training Practice with 6 GP Partners, 4 of which are Trainers providing support to 4 GP Registrars. The practice is an active member of the Mansfield and Ashfield Clinical Commissioning Group (CCG) with one partner standing as a CCG Board Member.
 - b. The current building which was originally opened in 1994 and has since been extended is centrally located in a residential area which is easily accessible for the local patient population of Sutton in Ashfield. From the current building the Practice provides services to 13,099 patients (14,932 equivalent patient list based on Person Based Resource Allocation Weighted Population using an index multiplier of 1.14 taken from NHIC Indicator Portal).
 - c. WMP sits on a site offering 22 parking spaces for patients and a further 23 for dedicated for staff use. The grounds are partly shared with Manor Pharmacy, which has a building sited at the rear. If these are in full use, additional on-street car parking is available. The site is also easily accessible via public transport with bus stops adjacent to the Practice on Spring Road.
3. PMC Background
 - a. PMC is operated by a single-handed GP, Dr Q Chandran together with a salaried GP providing services to 2,412 patients (2,749 equivalent patient list based on Person Based Resource Allocation Weighted Population using an index multiplier of 1.14 taken from NHIC Indicator Portal).
 - b. The current building, which was converted to a medical centre in 1986, is three hundred years old. Although centrally located and of some historic interest, the building falls far short of current CQC standards required for modern primary care service delivery.
 - c. PMC is owned by Dr Chandran, and it is accepted that when the merger is approved, an application for change of use to residential / semi commercial will be made to the Council. The property may be disposed on the open market with a covenant that it may not be used as a medical practice or any other healthcare related entity.
4. The proposal to merge the two practices would create a larger list of approximately 15,000 patients. The staff or posts would be deployed to transfer to WMP under TUPE forming a larger primary care team that would deliver its services to the newly merged list under one roof at the WMP site.

5. The practices currently operate from two independent sites, a distance of 0.2 miles apart namely:

- A Willowbrook**
Brook Street
Sutton in Ashfield
NG17 1ES
- B Pantiles**
Church Street
Sutton in Ashfield
NG17 1EX

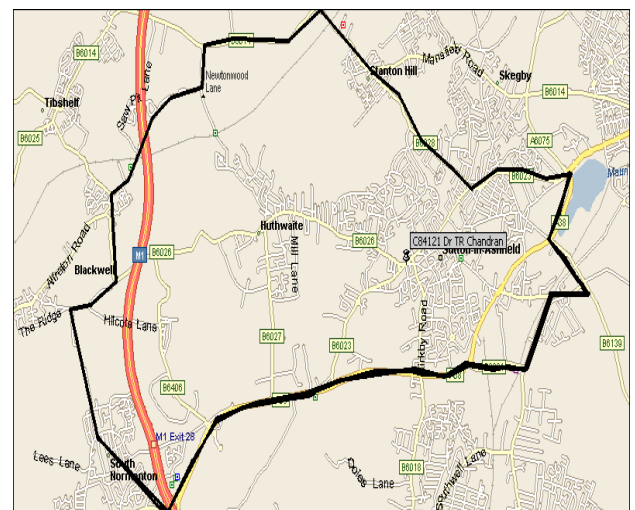
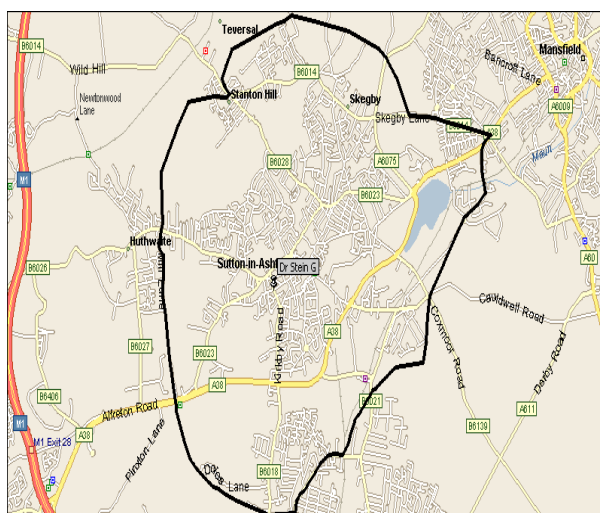


6. The commissioning case for the merging of the 2 practices is:

- Greater range of clinical expertise available under one roof
- Enhanced patient safety and continuity of care
- Larger team with the ability to provide essential primary care services
- Longer opening hours and an extended range of services
- Value for money for Clinical Commissioning Group and Local Area Team
- Willingness of both practices to operate under a GMS contract

7. Practice Boundary

Both practices share the same geographic area as detailed in the boundary maps below, therefore access to a GP will be exactly as it is the present time. Together as a merged practice it is expected that a patient population of approximately 15,000 patients throughout the Sutton in Ashfield area will be care for as the same level of primary care services will be maintained and improved for all the patients that fall within the boundary as defined by the inner boundary maps. The presence of more clinicians in the merged practice allows for more secure and safe cover for unexpected problems such as GP sickness and absences. WMP has a process for shared home visits and has capacity to provide this valued service with requests for home visits attended to after morning and afternoon clinics or as required in case of an urgent call out to patients within its boundary area. WMP has the capacity to take on additional patients and have an open list.



8. Benefits From The Proposed Merger

WMP is a high performing Practice with good performance figures, achieving 765.1 points for clinical care in the 2011/2012 and 763.1 in 2012/13 for Quality & Outcomes Framework (QOF).

a. For Patients

A wider choice of healthcare professionals that operate with high standard clinical rooms which are CQC compliant. The merged practice patients will benefit from access to this greater pool of health care professionals and the triage service that is offered by the nurse practitioners and other specialised daily clinics.

Ground floor treatment and consultation rooms in a purpose built building with capacity to deal with emergencies without preventing other clinical work to continue and compliant to meet the Disability Discrimination Act.

WMP offers a range of enhanced services which would be extended to the patients of the merged list. Greater range of extended hours and partnership working with allied health care professionals enabling us to offer anti-coagulation monitoring, counselling services, health visitor clinics, community midwife services, facilities for drug and alcohol support, and other dedicated clinics such as diabetic clinics, childhood immunisation programme and annual health checks.

Both practices have open patients list and can offer coverage over a larger geographical area, allowing extended inner and outer boundaries.

b. For Staff

Improved cover for all types of staff leave / absences by other members of the team providing continuity of patient care and not reliant on temporary and locum or agency staff. Staff Teams able to meet regularly and share problems and discuss options for resolution.

Improved communication channels and co-operation from team members as we adopt an open door policy where the organisation is open to any suggestions from all its members. This enables us to improve standards of service and working environment.

Improved management of task allocation, opportunity to develop new skills within each department, continuous training increasing future job prospects.

Improved working methods with dedicated personnel to take lead for certain departments, e.g. IT, HR, Admin, Reception, Procurement, Finance, Clinical and Management.

Improved prospects of filling vacancies arising from attraction of working for a larger practice and employer of staff that can offer good staff remuneration and other benefits.

Larger clinical and non-clinical workforce under one roof, all signing up to the shared 'Vision' to deliver high quality healthcare and patient service, 'Mission' promoting health and well-being and providing care and support to our community and 'Core Values' which acts as the 'Code of Conduct' for all of our existing and incoming teams.

c. For The CCG

WMP offers an exit strategy to incorporate a single handed GP practice who is nearing retirement. This provides the opportunity to move away from disjointed and fragmented care offered through multiple providers for primary health within a small geographical area.

WMP is the largest practice in Sutton in Ashfield and within a short walking distance from PMC. It is a well suited provider that has the capability to deliver contractual standards and improve the QOF prevalence factors in line with the Local Primary Care Strategy.

WMP is able to demonstrate to the CCG that all merged patients will be provided with the same level of primary care services as their own patients. It will provide measurable data of the health outcomes, how working as a larger practice can support the agenda for federated working and support the primary care strategy.

WMP is an established training practice in a deprived area of Nottinghamshire. The expertise brought together from our Partners and Registrars can reduce referrals to secondary care and admission, as essential intervention is managed within primary care, thus providing a cost saving for the CCG.

Better economy of scale to rationalise into an integrated model of service delivery. This alignment to the local health agenda, allows WMP to continue to deliver high quality primary care to the population of Sutton in Ashfield, manage the treatment of all patients closer to where they live especially those with chronic diseases and develop innovative ways to deliver better health care services reducing overall cost.

d. For The LAT

Resolves on-going concerns regarding premises compliance of PMC
Reduced number of practices to manage within federated group
Savings on re-imbursements of premises costs
Enhanced Services.

e. Additional and Enhanced Services

If the practices are granted permission to merge, PMC patients will have an increased number of services available and more varied clinicians to choose from. The additional clinical team will complement the existing team as WMP has a lot of clinical and business experience which will ensure that transition and future running of the merged practices is efficient and effective in signing up and delivering additional. Below are details of the Enhanced Services currently offered by the practices:

| Practice | DEMENTIA SCREEN & SUPPORT | REMOTE CARE MONITORING | ONLINE ACCESS | ALCOHOL REDUCTION | EXTENDED HOURS | LD HEALTH CHECKS | PATIENT PARTICIPATION GROUP | MMR Catch Up 2013 |
|-------------|---------------------------|------------------------|---------------|-------------------|----------------|------------------|-----------------------------|-------------------|
| Willowbrook | YES | YES | YES | YES | YES | YES | YES | YES |
| Pantiles | NO | NO | NO | NO | NO | YES | NO | YES |

f. Patient Participation Group

WMP has a pro-active PPG and have jointly been involved in a number of Health Promotional activities. The group extends involvement of the PPG to an E-PPG group who contribute online with comments on service improvements and dissemination of the quarterly Practice Newsletter. WMP continually promote the PPG and hold an annual event to recruit additional patients who may look to participate.

PMC patients will have the opportunity to join and this can be done at any time. WMP retain minutes of all meetings and the information is available to patients at any time on request. Summary reports of PPG activities are advertised within the practice, on the website and in newsletters.

g. Reviewing of Services For Improvement

Patient Survey

WMP opted to use a standard GPAQ (General Practice Assessment Questionnaire) to obtain feedback from its patients. Key findings from the 2012/13 survey results indicated:

90% of the respondents described their experience at Willowbrook as Good or Better (Good 25%, Very Good 44% and Excellent 21%)
87% of the respondents said 'Yes, they would definitely / probably recommend Willowbrook to someone who has just moved into the area'

Staff Survey

In July 2013, WMP carried out a Staff Survey, responses were recorded from 31 staff members. The majority of staff rated Management and GP Performance as satisfactory or better and all staff rated their own performance and the Team Leaders performance as very satisfactory and satisfactory. Most colleagues indicated that they felt trusted and were not planning to change their job. The overall feeling of the responses were positive and indicated satisfaction. PMC staff will be transferred under TUPE to WMP and will retain existing posts. Post merger, we anticipate creating additional posts helping the local job economy of Ashfield.

h. Booking of Appointments

WMP endeavours to offer routine appointments within two working days. Urgent medical problems will be seen on the same day by the duty doctor. Patients are able to book online, by telephone or face to face. PMC offers on the day appointments for urgent medical problems and also offers routine appointments for the next available clinic. Patient can book appointments face to face or by telephone.

Post-merger all patients will be able to book appointments online, by telephone or face to face. WMP have also developed and will soon launch a smartphone app which will enable patients to book and cancel appointment via their mobile phone.

i. Opening hours

| Willowbrook | Patient Telephone Access | Practice Morning Opening Hrs | Practice Afternoon Opening Hrs | On Call Service with Practice Duty Doctor | Extended Hrs |
|---------------------|--------------------------|------------------------------|--------------------------------|---|------------------------|
| Monday | 08:00 – 08:30 | 08:30 – 12.30 | 12:30 – 18:00 | | 18:00 – 22.30 |
| Tuesday to Thursday | 08:00 – 08:30 | 08:30 – 12.30 | 12:30 – 18:00 | 18:00 – 18:30 | |
| Friday | 08:00 – 08:30 | 08:30 – 12:30 | 13:30 – 18:00 | 18:00 – 18:30 | |
| Weekends | | <i>closed</i> | <i>closed</i> | | <i>TBC post merger</i> |
| Pantiles | | | | | |
| Monday to Friday | | 08:30 – 12.30 | 12:30 – 18:00 | | |
| Weekends | | <i>closed</i> | <i>closed</i> | | |

Extended hours

WMP operates extended hours facilities for all their patients. This service is available every Monday evening from 6.30pm to 8.30pm. PMC patients will also benefit from extended hours to enable better access to a GP of their choice.

Home visits

Both practices offer home visit services to patients that are unable to visit the practice. Home visits are made after morning and evening surgeries and in case of any emergency GP's can offer immediate visit options if deemed necessary. Post merger these services will continue in its present form.

j. Telephone system

PMC telephone lines will be re-directed to the Avaya WMP main telephone exchange. In readiness for the merger WMP have invested in upgrading its telephone system to accommodate additional incoming lines. The new system will provide better access to patients with phone answered with greater efficiency reducing the wait time to get through to speak to a call handler or a clinician.

k. IT System

Both practices use the same clinical computer system (SystemOne) so this will allow easy merging of patient data without risk of affecting patient safety or patient care from data problems. Easy transfer of data will be supported by SystemOne Helpdesk to enable an integration of larger numbers of patients from one system to another. Willowbrook has a qualified nurse that is able to review all patient notes to ensure transfer of patient data has been accurately updated and action any recalls for patients that require a healthcare plan to manage QOF target patients with chronic disease such as COPD, Asthma and Diabetes for all patients.

I. Premises Facilities

WMP is CQC compliant and the premises adhere to DDA regulations. All clinical rooms are well equipped and the Practice ensures regular maintenance checks are carried out. Equipment is calibrated annually, all electrical PAT testing is undertaken, monthly professional checks are undertaken of the fire alarm and regular check on Legionella is carried out. It offers ample free car parking facilities to both staff and patients. To maximise ground floor space for clinical delivery, in the interim WMP has reconfigured the internal space to allow additional office areas to be used as clinical rooms. They are exploring options on how to store patient records, and convert them into electronic format to release the footprint taken up by the existing large metal Lloyd George cabinets. Both practices staff and patients will benefit from the improved facilities.

m. Procurement

WMP has a procurement department and with expanding the practice size it will be more efficient with economies of scale with greater purchasing power to negotiate all procurement activities and reduce cost. All clinical equipment, drug stock, practice consumables and other healthcare equipment and furniture will meet the required regulations and standard. A stock list is maintained and items replenished in a timely fashion. An inventory of all equipment is retained so periodic checks on IT systems and medical equipment is carried out to ensure safe use.

9. Summary

- Greater responsiveness to patient needs e.g. surgery opening times unaffected and possibility to stagger clinics and offer extended services on Saturdays
- Improved advance booking and booking with GP of choice thus strengthening continuity of care with introduction of New Patient Access System
- Improved access to GP and Practice Nurse appointments e.g. patients able to spend more time with GP and / or Practice Nurse
- Space – functional analysis of space at WMP and its internal reconfiguration allows for staggered surgeries to be offered with services better coordinated and longer opening hours
- Extra Enhanced Services can be provided to meet the particular needs to the merged patient list and this will be reviewed on a quarterly basis and demand led
- WMP aspires to be a centre for training excellence where doctors at different stages can be trained and developed together, with 4 Registrars, 120 extra GP appointment are available to patients
- Open book approach to the sharing of information; better prepared for the challenges used for commissioning of services in general practice
- Better management systems in place and use of same clinical system 'SystemOne' to allow easy merging of patients data
- Good staff and patient car parking facilities and access to a Pharmacy within the same grounds

10. Frequently Asked Questions

Q: Which Practices are involved in the Merger?

A: Willowbrook Medical Practice and Pantiles Medical Centre

Q: Do the Practices want this happen?

A: The Practices are working with NHS England over the last several months developing this proposal. Both Practices feel that this is unique opportunity to ensure the long term continuity of General Practice as the senior GP at Pantiles will be planning to retire within the next 3 years.

Continuity of care is of highest priority therefore it was felt that this merger was the best option in order to retain this. WMP have already developed a support facility for PMC over the last year whereby some patients are already using WMP services. This 3 year period of us all working together will allow patients and staff from both practices to get used to the new faces, whilst still having existing staff around.

Q: When is the merger taking place?

A: After April 2014

Q: Will I be able to still see the GP of my choice?

A: Yes, all of the GP's for PMC will be relocating to WMP premises. The new merged practice will offer a wider choice of GP's, however you can choose which GP you would prefer to see. WMP also operate a same-day urgent appointments system for patients that require to be seen, this facility will be available to all patients.

Q: Will I be able to see the Nurse of my choice?

A: Yes, all nursing staff will relocate to Willowbrook Medical Practice who has 4 other nurses and are currently recruiting to extend its specialist nursing team and nurse practitioners so as a merged practice we able to offer improved services as all services will now be delivered from one site improving access for patients.

Q: Will the building accommodate additional patients?

A: Yes, Willowbrook Medical Practice offers purpose built services and are currently upgrading their building to ensure Care Quality Commission compliance and minor internal alteration allowing the merged practice teams to come together as one medical team and operate clinics throughout the day, phasing the amount of patients that will be in the building at any one time to help maintain our friendly personal approach. It will also look to offer a greater choice of Extended Hour to give patients a greater choice of appointment times.

Q: Will all patients have access to car parking space?

A: Yes, Willowbrook Medical Practices has two car parking facilities its ground, one dedicated for patients and the other for staff. There are 45 parking spaces available and a number of off street facilities on Brook Street and Spring Road.

Q: Why can't Pantiles Medical Practice continue where it is?

A: Many improvements have already been undertaken at Pantiles Medical Practice over the last 2 years to make its premises CQC compliant. However, a recent audit of the facilities indicated that even with a significant investment they could not be brought up to the adequate standard and are unable to make it suitable to disabled access in line with legislation and other statutory regulations.

Q: What will happen to Pantiles Medical Practice?

A: The practice will apply for change of use; the building will revert to residential and be put on the market for disposal.

Q: What will be the name of the Merged Practice?

A: The Practices will operate under Willowbrook Medical Practice.

Q: What improved services can I expect?

A: We will work hard to endeavour continuity of care by utilising:

- Access to a GP within 24 hours
- Urgent conditions and illnesses will be assessed or seen on the same day
- Text confirmation and reminder of all appointments
- Practice Mobile App available to all patients to register, book and cancel appointments and order prescriptions
- Ability to speak to a GP over the phone on a daily basis via a pre-booked telephone consultation
- Online and telephone booking facilities for all patients
- Online and telephone prescription ordering
- Development of an in-house one stop investigation service e.g.: blood tests, blood pressure checks, ECG.
- Planned investigations to minimise the number of times that a patient needs to visit the practice
- Dedicated telephone line for checking on results
- Referral to in house expertise where appropriate
- Active PPG events open to all patients promoting Health and Well Being
- Specialist clinics

Q: What specialised care will the practice be able to offer?

A: The combined clinical experience within the practice will offer a wider range of care to our merged patient population. In addition to the usual personal level of service you can expect from a GP Practice, Willowbrook can also offer specialism in the following area:

- Minor Surgery and Minor Injuries
- Stop Smoking Clinics
- Diabetes Care
- Asthma Clinics
- Gynaecology and Family Planning
- Dementia and Mental Health Services
- Learning Disability Services
- GP Registrar Training

Q: What will the opening times be?

A: 8.00am to 6.30pm Monday to Friday, Monday extended day till 8.30pm. Both practices will be looking to introduce Saturday morning opening depending on patient demand and local needs.

Q: How do I make an appointment?

A:

- By Phone
- Online via Willowbrook Medical Practice Website*
- (*subject to registration for personal log on details)
- Mobile App (date to be confirmed when this facility will be launched)
- In person at the reception desk

Q: How do I request a repeat prescription?

A: All prescriptions are processed on the day and patients can :

- leave it at their local pharmacy who will also arrange collection from the practice
- leave the tear off slip with our reception staff or in the prescription box
- order online via the website; <http://www.willowbrookmp.co.uk>
- phone the practice on 01623 443006 between 10.30 am till 1.00pm and order over the phone, (this service is only available to those that are unable to using other methods)

Q: What is the PPG and how can patients become members?

A: Willowbrook have a Patient Participation Group, these are groups of patients who provide help and guidance to the practice on matters which affect the overall patient experience. The PPG will help the practices with any consultations that will take place regarding the merger and will help shape improved services. To become a member, an application and information pack is available and there are two ways patient can contribute, to become a member of the PPG and attend quarterly meetings or to join the EPPG where you can email your suggestions, concerns and issues to the practice so the Lead GP and Practice Manager can take the information back to the group for discussion. Newsletters and minutes of meetings are circulated to all members of the PPG for feedback.

Q: Who will be the Doctors once the practice has merged?

Dr J Jenkins
Dr A Watts
Dr C Woods
Dr S Hussain
Dr N Freeman
Dr C Singh
Dr Q Chandran
Dr K Osborne
1x WMP Salaried GP's
1x PMC Salaried GP
4 x WMP Registrars

Q: Who can provide more information and discuss the merger face to face?

Doctors and Management Team from both practices

STAKEHOLDER AND COMMUNICATION ENGAGEMENT PLAN
WILLOWBROOK MEDICAL PRACTICE AND PANTILES MEDICAL CENTRE

| STAKEHOLDER GROUP | Stakeholder | Type of Notification and Level of Involvement | How and When Completed | |
|---|--|---|--|--|
| | | | WMP | PMC |
| 1. REGISTERED LIST WMP PATIENTS and PMC PATIENTS | <p>All registered Patients at both Practices aged 16 and above.</p> <p><i>Raise awareness, give information, opportunity to comment and feedback, and provide options on how to register with an alternative practice if plans go ahead. Feedback on results from engagement and decision making process.</i></p> <p><i>FAQ's for patients- available on website.</i></p> <p><i>Drop in Sessions to view proposal documentation and speak to GP's and Manager.</i></p> | <p>Letter</p> <p>Practice Website</p> <p>CCG Website</p> <p>Public Meetings</p> <p>Practice Pre-Engagement Meetings</p> <p>Emails / Text</p> <p>Individual Meetings</p> <p>Notice boards</p> <p>Formal Consultation Meetings</p> <p>Open Events</p> <p>Newspaper article / Media</p> <p>Written feedback</p> <p>Follow Up Responses</p> | <p>17th Dec 2013: Practice newsletter article informing of joining together</p> <p>20th Dec 2013: leaflet on joining together displayed in patient waiting area</p> <p>28th Feb 2014: Patient consultation meeting, open day (AM, PM and Evening with support from PPG)</p> <p>10th Mar 2014 : On going patient meetings as required, responding to patient concerns on merger</p> <p>17th Mar 2014: contact all households by phone, text, letter, prescription or email informing them of joining together</p> <p>17th Mar 2014: LAT supported patient event at both practices</p> <p>24th Mar 2014: Review of patient feedback and production of final report for patients</p> | <p>20th Dec 2014: announcement made to staff and obtain feedback</p> <p>24th Jan 2014: Open day for patient drop in session Letters to Patients :</p> <p>Website:</p> <p>Published announcements on 17th December 2013 that merger may take place</p> <p>Newsletter:</p> <p>Article in newsletter published 17th December 2013</p> |

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|-----------------------------------|--|--|---|---|
| | | | SMS Messages :Proposed March 2014 Notice on prescriptions: Proposed March 2014 | |
| 2 STAFF | Practice Staff <i>Raise awareness, give information, opportunity to comment and feedback. Opportunity to change working arrangements (e.g.: reception staff hours. Feedback on results from engagement and decision making process.</i> | Practice Meetings Letter Peninsula Advisors on HR and Contracts Changes if any Emails Website | 13 th Sept 2013: First announcement at staff Meeting and Consultation 28 th Feb 2014: Follow up meeting with Staff | 13 th Sept 2013 to 23 rd Dec 2013: Consultation with staff 28 th Feb 2014: Follow up meeting with Staff |
| 3 PPG and EPPG | Patient Participation Group (PPG) for both Practices including EPPG <i>Raise awareness, give information, opportunity to comment and feedback. Attendance at consultation meetings and events hosted by both Practices.</i> | Letter, Practice Website, Public Meetings Practice Pre-Engagement Meetings Emails / Text Messaging Individual Meetings Notice boards Formal Consultation Meetings Newspaper article / Media Written feedback, Follow Up Responses | 11 th Nov 2013: First announcement at PPG Meeting, feedback from members and update on progress 13 th Jan 2014: PPG Meeting, merger item on agenda, update members and obtain confirmation for joint open event for patients 25 th Feb 2014: Send out invitation to all member of PPG and EPPG for event and sign off joint consultation process | Practice has no PPG representation at the current time |
| 4 GP PRACTICES | Neighbouring Practices <i>Raise awareness and agreement</i> | Letter Formal Meetings | 10 th Mar 2014: Letters addressed to all neighbouring informing them of merger practices to be posted | 10 th Mar 2014: Letters addressed to all neighbouring informing them of |

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|--|---|--|---|--|
| | <p><i>to take on patients who don't wish to move from Pantiles and those wanting to leave Willowbrook. Opportunity to comment and feedback.</i></p> | <p>Practice Pre-Engagement Meetings</p> <p>Practices to contact in writing:</p> <p>Ashfield Medical Centre</p> <p>Woodlands Medical Practice</p> <p>Harwood Close Surgery</p> <p>Circular by email to all Mansfield and Ashfield practices notice of merger and date of merger (to include all 7 Ashfield practices)</p> | <p>19th March 2014: Announcement at FCG Meeting by Lead Clinician</p> <p>13th March 2014: Announcement date of merger at Practice Managers Meetings</p> <p>Mar 2014 to April 2014: Letter to all practices to confirm merger date</p> | <p>merger practices to be posted</p> <p>19th Mar 2014: Announcement at FCG meeting by Practice Manager</p> |
| <p>5</p> <p>COMMUNITY STAKEHOLDERS</p> | <p>Community Groups</p> <p><i>Raise awareness with Local Councils, Local Network, Voluntary Sector, Councillors, Local District Team, Midwives, Schools, Local Authority, Police, Emergency Services, Out of Hours, Age Concern, Diabetes UK, Race Equality Council, Carers Federation, Deaf Society, Blind Society, Local Health and Alternative Therapy Providers</i></p> | <p>Letter, Practice Website, CCG Website, Public Meetings, Pre-Engagement Meetings</p> <p>Individual Meetings and Notice boards</p> <p>Newspaper article / Media, Written feedback, Follow Up Responses</p> | <p>24th Mar 2014: Send letters informing stakeholders of merger using local service directory</p> | <p>Joint letter with WMP</p> |
| <p>6</p> <p>MANSFIELD AND ASHFIELD COUNCILLOORS AND MP</p> | <p>Local Area Elected Members</p> <p><i>Raise awareness, give information, opportunity to comment and feedback. Attendance at consultation meetings and events hosted by both Practices.</i></p> | <p>Letter</p> <p>Website</p> <p>Meetings</p> | <p>Nov 2014: Discussion with Councillor Zadrozny and WMP GP regarding intention to merge</p> <p>Feb 2014: Send out merger communication and set up follow up meeting with local Ashfield MP and</p> | <p>Feb 2014: Send out merger communication and set up follow up meeting with local Ashfield MP and District Councillor</p> |

| | | | | |
|---|--|--|---|--|
| | | | <p>District Councillor Jason Bernard Zadrozny</p> <p>MP: Gloria De Piero, 8 Station Street, Kirkby-in-Ashfield, Notts NG17 7AR, Tel: 01623 720399</p> <p>Mar 2014: send out merger communication letter to Local Councillors: J Zadrozny, M Patrick, T Hollis, M Barsby, K Barsby, S Carroll, T Brown, D Kirkman and J Aspinall</p> | |
| <p>7</p> <p>HEALTH AND WELL BEING BOARD</p> | | | <p>Feb 2014: Send merger communication details</p> <p>Mar 2014: Extend invitation to Councillor Joyce Bosnjak Chair to discuss merger and improved patient pathway in general practice</p> | Feb 2014: Send merger communication details |
| <p>8</p> <p>PHARMACIES</p> | <p>Pharmacies</p> <p><i>Manor Pharmacy and other local pharmacies. Raise awareness and opportunity to comment and feedback</i></p> | <p>Letter</p> <p>Website</p> <p>Meetings</p> | <p>24th Dec 2013: meeting with Manor Pharmacy to inform intention to merge</p> <p>Mar 2014: Issue notice of merger and date of merger to all Pharmacies</p> | |
| <p>9</p> <p>NOTTINGHAMSHIRE LMC</p> | <p>Interested Bodies</p> <p>LMC</p> <p><i>Raise awareness and provide</i></p> | <p>Letter</p> <p>Meetings</p> | <p>19th Jan 2014 – Telephone consultation with Chris Locke regarding practice merger</p> <p>29th Jan 2014: Meeting with Michel Wright, update on merger and advise sought on contract structure</p> <p>Feb 2014 to mar 2014: submission of</p> | Mar 2014: Contact LMC via joint meeting with WMP |

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| | <i>on-going support and advice.</i> | | progress report to LMC and on site consultation meetings to support process for merger | |
| 10 | <p>Health Scrutiny Committee</p> <p><i>NHS England</i></p> <p><i>LAT</i></p> <p><i>CCG</i></p> <p><i>Raise awareness, as decision makers for approval opportunity to feedback and provide advice and guidance. Review of evidence for proposal, make recommendations on contract changes and express local health plan view.</i></p> | <p>Letter</p> <p>Meetings</p> <p>Proposal Document</p> <p>Application</p> | <p>11th Feb 2014: Letter to Martin Gately (NCC)</p> <p>24th Feb 2014: Presentation to Nottinghamshire County Council Overview and Scrutiny Committee</p> <p>Feb 2014 to Mar 2014 until merger, weekly update to LAT lead</p> | <p>24th Feb 2014: J joint representation on behalf of Pantiles at Scrutiny Committee to be led by Dr Jeremy Jenkins</p> |
| 11 HEALTHWATCH | | <p>Tel – 0115 963 5179</p> <p>Email info@healthwatchnottinghamshire.co.uk</p> <p>Web www.healthwatchnottinghamshire.co.uk</p> <p>Post: Healthwatch Nottinghamshire Unit 2-3 Byron Business Centre, Duke Street, Hucknall, Notts, NG15 7HP</p> | <p>Contact Julie Andrews, Practice Liaison Manager: julie.andrews@mansfieldandashfieldccg.nhs.uk</p> <p>Patient Advice and Liaison Services (PALS)</p> <p>Nottinghamshire County Council Customer Contact Centre</p> <p>Independent Complaints Advocacy Service (provided by POhWER)</p> <p>Feb 2014 to Mar 2014: Notify all parties</p> | <p>Fen 2014: Inform Healthwatch and associated patient service groups</p> |

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| 12 | | | <p>Inform Local Service Directory to include changes to annual directory listing</p> <p>Notify local media to run article on merger</p> <p>Inform other local community services to display details about merged practice and service provision offered</p> | |
| OTHER HEALTH CARE AND COMMUNITY PROVIDERS | | | | |