

28 February 2023

Dear Patient,

Following on from our previous communication we are writing to update you with further details about the merger of our GP practices.

The merger between Morley Health Centre and the Dekeyser Group Practice has been approved by NHS England to take place on 1 April 2023. Our clinical systems will merge over the course of the evening on Tuesday 18 April 2023

We would like to make you aware of the following important information during this period of transition:

- **In order to allow the merge of the two systems the Dekeyser Group Practice at Fountain Medical Centre will be closed on Tuesday 18 April from 4:30 pm and will reopen as normal from Wednesday 19 April 2023 at 8:00am.** This is to allow both clinical systems to merge.
- **Surgeries will run as normal on Tuesday 18 April 2023 from 8:00am – 4:30pm.**
- **We expect our merged systems to be up and running on Wednesday 19 April 2023 at 8:00am.**
- **Access to Online Consultations (eConsult) may also not be available from 4:30pm on Tuesday 18 April 2023 to allow sufficient time to process requests prior to merging.**
- **Patient access to S1 online may be unavailable from Tuesday 18 April 2023 to Wednesday 19 April 2023.**

We ask that you please bear with us during this transition but have produced a brief Frequently Asked Questions document below, which will hopefully answer many of your questions.

Yours sincerely

The image shows five handwritten signatures in black ink, arranged in two rows. The top row contains four signatures, and the bottom row contains two. The signatures are stylized and cursive, with some appearing to be initials or names like 'Dail' and 'Slyyona'.

Partners at Fountain Medical Centre

Frequently Asked

- **When will the merger take place?**

The business merger will take place on Monday 3 April 2023 from that day.

- **Will I need to re-register to become a patient on the combined patient list?**

What will happen to my health records? No, you will not need to re-register, and we also anticipate that you will still be registered with the same named GP. All the patients from Morley Health Centre will be automatically merged into a single combined patient list at Fountain Medical Centre. All paper medical records for the combined pooled list will be held at Fountain Medical Centre.

- **Will I have to go to another GP practice site for consultations or treatment?**

No. Patients that currently use Fountain Medical Centre will continue to do so. Morley Health Centre patients will move and be treated for GP services at Fountain Medical Centre.

- **Will this mean that Morley Health Centre will close?** No, only the GP Practice will close. The space that is currently used by Dr Saddiq will be re-purposed and used by the integrated wound clinic.

- **Will surgery telephone numbers change?** The telephone numbers will remain the same for patients that are currently registered at Fountain. Morley Health Centre patient will contact the surgery using the same number as Fountain, with all patients been advised of their new number before the move. In addition, call forwarding will be added to the old number at Morley Health Centre to redirect the calls to Fountain. This will last for several months. We are keen to make the system as simple as possible for patients.

- **Will this make it harder to contact the surgery by telephone?** No. Administrative staff from Morley Health Centre will be moving and working at Fountain to help to answer all telephone calls. In addition, more administrative support staff are being recruited prior to the merger to be able to meet any anticipated demand.

- **Will I still be able to make an appointment to see my usual GP or Nurse?** Yes. We very much value all the one-to-one relationships our patients have with our doctors, nurse, and other clinical staff. It is therefore expected that merging practices will further increase our ability to provide you with continuity of care and access to your usual doctor or nurse. We also expect to be able to reduce the need for locum doctors and provide you with a greater number of highly skilled local doctors and nurses if your usual doctor or nurse is absent from work.

- **Will there be any changes made to the way I book appointments?** No. We are not anticipating any changes to the way you book appointments.
- **Will I still be able to book an appointment using online access?** Yes, you will. That remains unchanged and you can use your existing login details once the practices merge.
- **Will my usual surgery opening times stay the same?** Yes, we are not currently anticipating any changes to our core opening times which are Monday – Friday 8:00am – 6:30pm. Additional extended access for patients will continue a normal at the Morley Hub site (Windsor House Surgery) and are provided outside of normal GP core hours to all our patients.
- **Will the intended merger affect any treatment or medication I am currently receiving?** No. Any current treatments, medications, investigations and/or referrals will not be affected by our intentions to merge.
- **Will any service that is currently offered by my usual surgery be stopped or removed?** No. We do not anticipate services being removed or stopped. If anything, we anticipate that the merger will bring about a greater choice of services for patients.
- **How will the new arrangement benefit GPs and Nurses at the practice?** Our GPs, Nurses, Physician Associates, and other Health Support Workers will all have access to a wider pool of clinical knowledge and expertise to draw upon and will have greater opportunities to specialise in areas such as diabetes, care of the elderly and urgent access. We will also be able to provide better cover for any planned or unplanned absences which we hope will alleviate the pressures felt by remaining staff. In addition, we should be able to reduce our reliance on locum or bank staff. We anticipated that the merger would provide more opportunities for enhanced training and career development.
- **Will any staff be made redundant?** No. All staff from both practices will continue to be employed. All staff will be employed by Fountain Medical Centre.
- **Will there be any change to how I access the GP out of hours service?** No. To access a GP when the practice is closed, you will continue to telephone the NHS 11 1 service and they will either signpost you to the most appropriate service or arrange for you to access a GP. Additional access will still be provided at the local HUB site at Windsor House Surgery.

- **Will I still be invited for my long-term condition annual review?** Yes, you will be contacted to make an appointment when it is due, which is usually your birth month each year.
- **Will the current arrangements that I have in place for getting my medication stay the same?** Yes.
- **Will the practice continue to have a Patient Participation Group?** We will work with PPG members from both practices and hope to take this opportunity to form one Patient Group. We would encourage any patient who would be interested to join our Group.

Online Services (Changes apply to Dr Saddiq's (Morley Health Centre) patients ONLY)

Online services will be deactivated from Tuesday 18 April 2023- Wednesday 19 April 2023 whilst the merge takes place.

NHS App

After a practice merger, patients will need to reconnect with the GP practice, this can be done by following the below steps:

1. Delete your account If you are still able to log in to the NHS App on your mobile device, please do so, then select More (in the top-right corner), then NHS login, then Delete NHS login. If you are unable to log in to the NHS App on your mobile device, please visit the website via the following link: <https://account.login.nhs.uk/#/manage-nhs-login/delete> For security reasons, you will need to log in with your usual NHS login credentials. Once logged in, you will then be able to delete your account.
2. Create a new account via the NHS App Once your login has been deleted, re-open the NHS App, select 'Continue with NHS login' and follow the on-screen instructions, registering using photo ID or by selecting 'How to prove who you are without sending a photo of your I.D.', then select 'Yes – I use online services'. On the following screen, select 'Yes – I have all 3 details' and follow the on-screen instructions to complete your registration.' Please note, if you do not have photo ID, you will need to request 3 pieces of information from Fountain Medical Centre, your account ID, a "linkage key" (this may also be called a "passphrase") and their Organisation Code which is B86067 for Dekeyser Group Practice at the Fountain Medical Centre.