

Frequently Asked Questions – Glebe Street Surgery Patients

Please note that we are currently in the consultation stage of the proposed practice merger. Final approval of the merger is subject to review and agreement by Northwest London Integrated Care Board (NWL ICB).

We want to ensure that patients have the opportunity to share any feedback or concerns they may have about the merger. This feedback is important to us and will help us adapt our approach to best meet the needs of our patients and community.

1. Is Glebe Street Surgery closing?

No. Glebe Street will remain open as a fully functioning practice site.

2. What is happening with the practice?

Glebe Street Surgery is merging with Chiswick Medical Practice (CMP). The full merger is expected in the next three months. Chiswick Medical Practice GPs are already working onsite at Glebe Street Surgery and will continue to do so going forward

3. Do I need to do anything?

No. You will stay registered automatically and your records remain safe and confidential.

4. Will I still see my usual GP or nurse?

Yes. All your usual clinicians and staff are staying with the practice.

5. Will I have to travel to other sites for appointments?

Only if you choose to. The Glebe Street site will continue to offer appointments, and you'll also be able to access other CMP sites if preferred or more convenient.

6. What is the clinical hub?

The hub is designed to triage new or worsening health problems quickly and efficiently. You may be offered a telephone appointment or seen at your preferred CMP site, including Glebe Street.

7. Will I need to fill in a form to see my GP in the newly merged practice?

- Once the merger takes place, the **quickest and easiest way** to contact our **GP-led hub team** is by completing an **online form** via our website.
- For patients who can't or prefer not to use online forms, **our reception staff will be trained to ask you the same key questions in person or by phone** and complete the form on your behalf.
- All clinical requests are reviewed by a **GP-led team on the day of submission**, and you will be contacted the same day.

8. What new services will I be able to access?

As part of CMP, you'll benefit from additional services such as:

- Coil fitting and menopause support
- Minor surgery
- LGBTQ+ Gold standard inclusive care
- Gardening and Otago chair-based exercise groups for wellbeing

9. Will my medication or referrals be affected?

No. All your current treatments, test results, referrals, and prescriptions will continue without interruption.

10. What are the next steps?

Glebe Street and Chiswick Medical Practice will continue working together in the lead-up to the formal merger. You'll be kept informed and **updates will be shared as they come in.**

11. How can I ask questions or give feedback?

You can speak to staff at reception, or visit our website to complete a feedback form:

[Patient Feedback Form](#)

12. How can I learn more about the merger?

There will be 2 patient engagement events for patients to come and learn more about the merger through June. If you wish to attend one of the meetings you will need to register your attendance below in order to attend:

[Register to attend one of the Patient events](#)

Virtual Patient Meeting on Microsoft Teams – 18th June 2025 15.30-16.30

In person meeting Chiswick Health Centre- 23rd June 2025 16.00 - 17.00