

Practice Merger Patient FAQs

Modality Walsall

Background

Modality Partnership currently operates 9 practices over 10 sites in the Walsall area:

- Blakenall Practice
- Collingwood Practice
- Forrester Street Practice
- Harden Health Centre
- Keys Family Practice
- Kingfisher Berkley Practice
- Modality Darlaston Practice
- New Invention Practice
- Pleck Medical Centre
- St John's Medical Centre

Our practices have been facing significant challenges with GP partners retiring, recruiting doctors and staff turnover. The demand for services is overwhelming and is also creating a high rate of burnout amongst staff.

Shaping a better, stronger future

We are proposing to bring our Kingfisher Berkley and Darlaston practices together to operate as a single, unified practice. However, we want to reassure all patients that **both practice sites will remain open and accessible as usual** - there will be **no site closures**.

Services will continue to be provided at **both locations** just as they are now. This proposal is aimed at strengthening the long-term sustainability of the practices, ensuring we can continue to deliver high-quality care for our patients at both sites for years to come.

Please be assured that your access to care at your preferred location will not change.

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The essential goals we wish to achieve by making this change are to:

- Increase your access to our Primary Care Team
- Increase your choice to see your preferred GP or Healthcare Professional
- Introduce access to different patient services - receiving the right care, first time
- Ensure identical & high-quality services across all our sites
- Increase resilience and build strength by merging and standardising all our administrative and clinical services across all our sites

What to expect

The combined practice will still operate across both sites and offer at least the same, or an improved, range of services:

- Access to specialist support such as Physiotherapists, Paramedics and Pharmacists etc.
- The same or improved opening hours to make it more convenient for you to access our help services
- Increased staff flexibility meaning you are more likely to speak to your usual GP, Nurse and Practice Team
- More access to online services to save you time, although you will still be able to access our services if you do not use a computer, tablet or a mobile through non-digital methods
- Combined telephone services across all sites improving access
- A larger and wider representation of participants in our patient participation groups to help us to shape and improve our services.

Thank you

Thank you in advance for your support and for taking the time to read about our proposed Practice Merger.