

## **Proposal to merge Conway Medical Centre and Ashton View Medical Centre**

### **Frequently Asked Questions**

#### **1. What do you mean by a merger?**

A merger is when two or more GP practices in a local area join to form a single GP practice.

#### **2. Why are you proposing to merge these practices?**

Both practices have seen a significant increase in patient registrations. By merging the two practices we will be able to share staff and resources, making us more flexible and adaptable in the future and in meeting our patients needs.

Dr Wong is the only GP at Ashton View and he is coming up to retirement. We want to ensure that a local GP/practice would be in place to offer continued care for his patients. This has been a long thought through decision and Dr Wong believes this is the best possible outcome for patients registered at his practice.

#### **3. What will happen to the existing buildings if the merger takes place?**

There will be no changes at first to either site, however we plan to extend the Conway Medical Centre site in order to offer patients appointments in one building in new facilities. The Ashton View site will remain open while the extension work is undertaken.

#### **4. Will I get to see the same GP all the time at my practice?**

Depending on the nature of your condition you may see the same GP. All our GPs want continuity and when treating and managing long-term conditions this is in the best interest of the patient. For new conditions, urgent care or minor ailments this may not always be possible.

#### **5. Will this make it more difficult for me to get an appointment at my practice?**

You should find no change with getting appointments and you will be able to be seen at either of the sites. We hope the merger will make it easier to offer a wider range of appointments.

#### **6. Who makes the decision about what kind of appointment I am offered?**

Reception staff have been provided with training to ensure they are able to signpost appointments to the most suitable services for your needs, Same day appointments are reviewed by a GP.

#### **7. What types of appointments do you offer?**

We offer a variety of appointments, face to face, telephone or online. We offer appointments with several different healthcare professionals during normal opening hours, in the evening and at weekends.

#### **8. Will the opening hours of my practice be changing?**

No, there will be no changes in the hours that both sites are open.

#### **9. Will I still be able to book an appointment using online access?**

Access to all services will remain as they are.

**10. Will I still be able to book a home visit?**

If you are a patient who, due to medical reasons is unable to leave the house to attend the surgery, we will continue to provide home visits where appropriate.

**11. 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.

**12. Will I need to re-register with the new merged practice?**

No, you do not need to take any action. You will remain registered with the practice

**13. Will the telephone number for the practice change?**

The telephone number for Conway Medical Centre will remain the same. Patients registered at Ashton View Medical Centre will be required to ring the telephone number for Conway Medical Centre from the 1<sup>st</sup> April 2026. This will be shared with patients in advance of any changes.

**14. How will this affect staff working at the practice?**

There are no plans to reduce staff numbers.

**15. Will this change how I get my prescriptions?**

Both Conway and Ashton View Medical Centres offer a range of ways in which patients can order their prescriptions. Currently both sites allow pharmacies to order on the patients behalf, emails, in person, online requests and (ashton View only) telephone requests.

**16. What happens next?**

Our engagement period will run until the 27<sup>th</sup> August 2025. During this time we want to hear the views of patients and other stakeholders such as local councillors, practices and pharmacies.

**17. Can I still ring for an appointment?**

Yes, at Conway currently appointments can be made via telephone, Patches (request for an appointment and the practice will make contact with the patient to arrange a pre bookable appointment), in person presenting at reception and by using SystmOne online booking this is only available with a GP.

When the practices merge we will review and ensure that patients have the best possible access to services for all our patients.

**18. Will the opening times remain the same and what will the clinic times be?**

Opening times will be the same. There may be more clinics available as there will be access to a wider range of clinicians. This will all be reviewed when the merger goes ahead.

**19. Will on the day appointments still be available?**

Patients will be triaged by a GP and if they need to be seen that day an appointment will be available.

#### **20. Will I be able to walk in and book an appointment?**

Yes, you be triaged by a GP and if an appointment is needed an appointment will be booked. It may not be that day if not urgent but you can walk-in to the practice to make the booking.

#### **21. How are breaches of confidentiality managed, for example, if a member of the practice team knows a patient?**

Staff are only allowed to look at a patient record if they are actively using it, for example to book an appointment. If they look at a patient record at any other time or if they share any confidential information this is taken extremely seriously by the NHS and it will be addressed. All patient records can be audited to see who has looked at them and when.

#### **22. How many doctors will there be?**

There are no plans to reduce staffing levels. If Dr Wong retires in the future this will be reviewed at that time.

#### **23. Will I be able to see the same doctor?**

If your need is acute then you will be referred to an available doctor. If your need is not urgent you will be able to request a doctor and will be booked with them if they are available.

#### **24. Will it be harder to get an appointment?**

No, staffing levels are not changing and there should be a wider range of clinicians for patients to see.

#### **25. Is Conway Medical Centre big enough to accommodate Ashton View patients? I'd like to see any extension plans for reassurance.**

The plan is to keep the Ashton View site open until confident that all patient needs can be met at the Conway site. Approval for the original plans for an extension of the Conway MC have now expired and are being revised.

#### **26. Will Ashton View patients still be under Dr Wong**

Once the merge has taken place all patients will be registered under the partners at Conway Medical Centre. Dr Wong will still be part of the surgery for some time.