

# **STROUDLEY WALK HEALTH CENTRE AND MERCHANT STREET PRACTICE MERGER**

## **FREQUENTLY ASKED QUESTIONS (FAQs) AND ANSWERS**

### **1. What is a “merger”?**

A merger is when two or more practices join together to form a single practice. This results in the joining of patient lists and the health services offered.

### **2. Why is this merger of these two practices taking place?**

Following discussions between GPs and staff at both practices about our strengths and weaknesses as individual organisations, and our vision for services in the future, we have decided that we share the same ambition, and a merger of the two organisations offers great benefits, providing a genuinely exciting opportunity in terms of increased resources, skills and experience.

### **3. When will the merger happen?**

The merger is due to take place on 1 July 2022.

### **4. Will I still be able to make an appointment to see my usual doctor or healthcare professional?**

Yes. Both practices very much value all the one-to-one relationships patients have with doctors and healthcare professionals. It is expected that merging practices will further increase the ability to provide patients with continuity of care and access to usual doctors and/or healthcare professionals.

### **5. Will any service that is currently offered by my usual practice be removed or stopped?**

No. There are no plans for any services to be removed or stopped. If anything, this merger will bring about a greater choice of services.

### **6. Will any contact details for my practice change as a result of the merger?**

The new practice name will be Wellington Way Health Centre.

The telephone number will be 020 8980 3676.

The new email address will be [nelondon.wellingtonway@nhs.net](mailto:nelondon.wellingtonway@nhs.net).

The new website will be [www.wellingtonway.nhs.uk](http://www.wellingtonway.nhs.uk)

### **7. How will you make sure there is no reduction in the quality of services that are provided?**

The quality of our services will continue to remain the practice's number one priority and will continue to be monitored regularly in the same way as they are now. The

practice will continue to benchmark all services against both national and local targets including the quality in Primary Care Standards.

**8. Will the current arrangements that I have in place for getting my medicines stay the same?**

Yes, all arrangement will remain the same.

**9. Will I need to re-register to become a patient of the single GP practice?**

No, you will not need to re-register. There are no actions required from registered patients. All registered patients will automatically be merged into a single GP practice list

**10. What will happen to my health records?**

All patient health records will sit within a single database. The NHS safeguarding rules will apply to ensure patient confidentiality of information will continue to remain in place throughout the transition.

**11. How can I find out more information?**

There are two planned patient engagement events scheduled to take place on 15 June 2022:

- **Session 1 (face-to-face) – 11:00 – 12:00**
- **Session 2 (virtual) – 17:30 – 18:30**

Patients at both practices are welcome to join. Please register your interest with practice staff who will give you further guidance on the events and how to join. Should you be unable to attend, you may also contact the practice directly through our normal contact methods.

