

Proposed merger between Harbour View Healthcare, Manor Practice & Northbourne Medical Centre

Frequently Asked Questions

Who has proposed this change?

The Partners of Harbour View Healthcare, Manor Practice and Northbourne Medical Centre.

What is the proposed change and when will this take place?

The three practices are proposing to come together to form a single practice operating over current sites. The aim is to offer greater stability and sustainability for local GP services for the future. We would like to hear from you on these proposed changes prior to 1st December 2020.

Any feedback received will help us to inform our options presented to the Primary Care Commissioning Committee of the Sussex Clinical Commissioning Group (CCG) where a final decision will be made on the proposed merger. If agreed, we are working towards merging the three practices in January 2021.

What will the Practice be called?

The name of the merged Practice will be Adur Health Partnership with individual, local identities retained.

What will the impact of the proposed changes be on patients?

- You will continue to have access to services that might otherwise be lost
- You will have more flexible access in terms of times, places and staff roles
- You will have a wider range of access options, i.e. a broader range of services
- You will be seen in the same familiar surroundings as all three sites will continue
- You will still be able to see your GP of choice subject to appointment availability
- Staff will be able to share skills and experience with a larger pool of colleagues
- We are working towards enhancement of care and reduced waiting times through improved recruitment opportunities

What do I need to do now?

You do not need to do anything. Responsibility for your care (including your records and GP) will automatically be transferred to the merged practice if the merger goes ahead unless you choose to register with another practice in the meantime.

I have a long-term health problem – how will this affect my care?

Every effort will be made to ensure that you continue to see your preferred GP for ongoing care. If you usually attend a specific clinic, for example diabetes or asthma, then this will continue. By sharing the expertise and skills of staff from all practices, we wish to ensure our current services are of the highest quality.

Will your Opening Hours Change?

Opening hours will remain the same with telephone lines open for all patients from 8.00am until 6.30pm Monday to Friday. All Practices currently provide extra clinics outside these opening times, details for which can be found on our websites.

Will it be more difficult to get through on the phone if I become a patient of a larger practice?

You will continue to make contact with your local surgery just as you currently do. For ease of access to appointments, patients who are not currently signed up for online access may wish to do so.

Booking appointments – will I see any changes?

The Practices have different appointment systems. This is an area we will be looking at in detail to ensure that the appointment system for the new practice is as user-friendly as possible and offers the correct balance of routine and urgent appointments.

Will I be able to see my usual Doctor or Nurse?

Continuity of personalised care is valued by both patients and doctors. Even though there will be a larger team of doctors, nurses and other healthcare professionals, every effort will be made to maintain continuity. For urgent health problems, you will still be seen on the same day. We are working towards increased flexibility to respond more effectively to the daily demand.

Will I be able to attend appointments in my usual practice or will I have to travel further?

Our intention is to continue to provide services over all three sites to enable you to attend your usual practice but also to offer you patient choice. If your condition is urgent and an appointment is available at one of the other sites, a slightly longer journey may be necessary.

My Medical Records – how will these be affected?

Our clinical system provider will merge the electronic records of all our patients. Whichever clinician manages your care, they will be able to access your records no matter which Practice you were patients of. All paper records are stored securely at present and these will be merged for ease of access.

Prescriptions and Delivery Service – how will these be affected?

With a shared computer system there should be no change to the current way in which you order or receive your prescriptions. If you order your prescriptions online then we may need your help to update your access details, further information will be provided as we ourselves find out more about the process that will be required.

If you currently have your medication delivered, local pharmacies will be informed who will continue to provide this service.

What about emergency access when you are closed?

All current arrangements will continue. Updated information on any changes that we encounter or may decide on can be accessed on our practice websites or telephone message.

Patient Participation Group

All practices have a Patient Group. We will be liaising with the groups regarding their input on best way forward when the practices join together to form one entity. If you are interested in finding out more about the Patient Participation Groups, please ask Reception.

Keeping you Informed

Social distancing limits public events options. However, we will post regular updates on our websites and provide paper updates at the practices.

Will there be a change to the privacy of my health record?

There will be no change to how we protect your details, adhering to current privacy laws. We take the privacy of your record very seriously. Details of how we protect your record are available on the practice website.