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St George Health Centre And Lodgeside Surgery



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Patient Newsletter November 2017

Dear Patients

We are very pleased to announce that from 1st April 2018, St George Health Centre and Lodgeside Surgery plan to merge to form one large practice across the two existing sites. We have a very successful history of working together and we are delighted to be able to build on this firm foundation.

We are starting this process due to the increasing demands and pressures on GP practices. The NHS is encouraging a move to services being delivered to larger groups of patients. We need to change and adapt to meet these demands and ensure we are sufficiently robust to continue to offer quality care to our patients in the future.

Individually we are both successful East Bristol practices, with boundaries that overlap. We both have committed staff, a similar patient centred approach to care and a strong management team.

We feel it is the right moment to build and expand on our successes by sharing the best from each Practice.

When we merge in April, it will be “business as usual for all our patients”. *Patients will continue to be able to access services at their currently registered practice should they choose to do so.*

We consulted our Patient Participation Group (PPG) in October and they are fully supportive of the plan. Our thanks to this group for putting together the questions and answers.

Yours sincerely

On behalf of GP Partners: Dr Julia Barry-Braunthal, Dr Mark Eddison, Dr Philippa Stables, Dr Mags O'Donovan, Dr Kerrie Wainwright, Dr Alex Newman, Dr Christopher Tasker, Dr Senthiru Sivaloganathan, Dr Andy Lyon

Q1. Why do you need to merge? Why can't things stay the same as before?

For patients and staff, the practices must be sustainable and resilient. We believe that a merger between like-minded and strong practices will achieve this. A merged organisation will enable us to cope with increasing and changing patient demands and to provide new and additional services for our patients.

Q2. What difference will it make to me as a patient?

Continuity is very important to us. You will still be able to see a doctor or nurse at your usual practice. However, you will also have access to a wider range of doctors, nurses and clinicians across both sites which may make it easier for you to select an appointment time and location that suits you.

Q3. Will I still be able to see my own doctor?

Yes, you can choose to see your own doctor.

Q4. Will I still see the same nurses and receptionists?

Yes, nurses and receptionists will be based at one site as they are at present. However all staff will be offering support and cover across both locations. When new staff are recruited they will work across both sites.

Q5. Will it be harder to get an appointment?

No it will not be harder to get an appointment. Merging gives us the opportunity to offer you more appointment choice across the two sites and for us to offer a wider range of appointment types.

Q6. How will I book an appointment?

Patients will continue to make an appointment by calling or visiting one of the two practices. The contact telephone numbers will remain as:

Lodgeside 0117 9615666 and St George Health Centre 0117 9612161

Patients can also register for on line access to book a GP appointment.

Q7. Will the practice change its name?

Yes, the new business will take on a new name. This has yet to be decided.

Q8. What will happen to my medical record?

Paper medical records will continue to be stored at each site. Doctors and nurses will be able to access your medical record on computer at both sites.

Q9. Will there be different opening times?

Opening times will be unchanged.

Q10. Will there be one Patient Participation Group (PPG) for the merged practice?

Yes, St George already has an active PPG and we plan to expand this group. We are asking for new members to come forward from both practices so they can work with us in the merger process. The PPG meets quarterly as a minimum and can be in contact with the practice more often via email to provide feedback on specific issues, answer questionnaires and to be a sounding board for the management team. If you would like more information about joining this group please contact denise.williams2@nhs.net

Q11. Will I still be able to get my medication from my usual pharmacy?

Yes, if you have named a pharmacy to receive your prescription electronically this will not change. If you collect a paper prescription you can take this to any pharmacy you choose.

Q12. Will any staff lose their jobs?

No, we value our staff and all posts will be retained.

Q13. Who can I contact if I have more questions?

Email lodgesidesurgery@nhs.net or stgeorgehc.admin@nhs.net