

## Oakfields Health Centre & Dipton Surgery



The merger of Oakfields Health Centre and Dipton Surgery has now been approved and the formal process will be completed by the 2<sup>nd</sup> July 2018. The practices already work closely together under Dr Levick's guidance and this positive development will only serve to reinforce our well established working arrangement.

### **Frequently Asked Questions**

#### **Access**

**Q.** *Will there still be the same number of appointments available at my usual practice?*

**A.** We will provide the same number of appointments at each of the sites; however it will mean that we will be able to more effectively manage the demand for telephone appointments across both practices.

**Q.** *Will I still be able to get an appointment at my usual practice?*

**A.** Patients will see no change and appointments will be available at Oakfields and Dipton as usual. However you could be offered an appointment at either site if this was more convenient or suitable for you. It is anticipated that this increased flexibility will lead to a reduction in the use of locum doctors.

**Q.** *Will I still contact my practice on the usual telephone number to make an appointment?*

**A.** The existing practice telephone numbers will remain the same.

**Q.** *If I do not have my own transport how will I get to and from my usual surgery?*

**A.** If patients do not have transport we will prioritise appointments at their usual practice. Alternatively patients can register with the "Help for Health" service which transports them to and from appointments for a small fee. Distance between the two practices is 6 miles / 15 minutes travel time.

**Q.** *If I use my own transport will there be sufficient parking available?*

**A.** Oakfields and Dipton Surgeries both have ample parking available on site.



## **Continuity of Care**

*Q. Can I still speak to my regular GP or Nurse Practitioner?*

**A.** Patients will still speak to their usual clinicians and see no change in practice.

*Q. Will I still be recalled for my Chronic Disease reviews at the practice?*

**A.** Chronic Disease management will not be affected by the proposed merger and you will continue to be recalled and see your usual practice nurse.

*Q. What additional benefit will I see?*

**A.** Some of the doctors and nurses already work at both sites and as a result of the proposed merger they will be available on additional days of the week to enhance the continuity of care for our patients.

## **Staff**

*Q. Will the reception and clinical staff be affected by the proposed merger?*

**A.** All staff will remain the same and continue to provide business as usual.

## **Opening Hours**

*Q. Will the practice opening hours remain the same?*

**A.** Practice opening hours will continue as normal, including the late surgery at Oakfields Health Centre.

## **Practice Services**

*Q. Will I see any change to the services currently provided at the practice?*

**A.** Oakfields and Dipton already provide identical in-house services and these will stay the same.

## **Community Services**

*Q. Will the proposed merger affect the care of patients who are housebound?*

**A.** Community nurses will continue to work closely with both practices as normal.

*Q. Will there be any change to the service we receive from community midwives or health visitors?*

**A.** Midwives and health visitors will continue to work with both practices as usual to provide care to our expectant mothers and young children.

## **Prescriptions**

*Q. Will I still be able to use my usual pharmacy or the dispensary at Oakfields for my prescriptions?*

**A.** Prescriptions will continue to be managed in the same way and you will still be able to use your preferred pharmacy or dispensary service.