**Frequently Asked Questions - Patients**

**Question: When will you start operating as a new partnership?**

**Answer:** 1st April 2024.

**Question: Is this definitely happening?**

**Answer:** This merger is subject to approval by Herts and West Essex Integrated Care Board (HWEICB) National Health Service England (NHSE).

**Question: What will the new partnership be called?**

**Answer:** Initially it will be known as New Road Surgery. Our intention is to engage with our patients with a view to find a collaborative name that best represents both practices. If you have any suggestions, please add to the patient feedback form, To do this please click [here](https://forms.office.com/Pages/ResponsePage.aspx?id=slTDN7CF9UeyIge0jXdO4zku0WNc89ZBnOEWEg24p4FUNllETURFV1JTMTlKSE81TEhPTVRKSEFGVy4u) or complete a paper feedback form and return it to either practice.

**Question: What will the change mean for me?**

**Answer:** We hope that by joining forces, we can provide stability and sustainability for both surgeries during a time of change within Primary Care. As far as the provision of your care is concerned, you may notice some changes with a broader based team including pharmacists, a paramedic and a first contact physiotherapist but we are committed to providing quality care. Appointments will be available at all sites which should make access easier for everyone.

**Question: Will I still be able to see my usual GP or nurse?**

**Answer:** Yes – both practices are retaining all their current clinical staff although Dr Aurora will be retiring in March 2023.

**Question: Will practice boundaries change?**

**Answer:** This is yet to be determined by the HWEICB but we have asked in our merger application that our catchment area focuses on our Croxley and Sarratt boundaries in order that we can best serve this practice population.

**Question: Do I need to do anything as a patient to remain on the list?**

**Answer:** No – patients will be automatically transferred onto the new practice list.

**Question: What if I have moved from one practice to the other already?**

**Answer:** If, for some reason, you chose to change practices in the past there is no reason why you cannot continue as a patient with the new partnership. If, however, you do not want to receive your care from the integrated practice, then you are of course free to consider registering elsewhere.

**Question: Will the telephone numbers change?**

**Answer:**    No. However, both sites will be answering the phones regardless of where you call.

**Question: Will this affect my referrals to hospital?**

**Answer:**   No - Any patient who is currently undergoing investigations or treatment at a hospital will be unaffected by these changes; similarly for patients when the practices have merged.

**Question: What if I have any comments or further questions about the Merger?**

**Answer:** Please feel free to make comments on the attached survey link, even better do join us at the next patient participation meeting which is on 12th December 2023 at New Road Surgery from 7pm.

**Both Practices would like to reinforce their enthusiasm for this exciting change.**

**We know that it will be mutually beneficial to practice teams and patients alike.**

**Not only is it important to ensure stability in very challenging times for the NHS,**

**but our own aspirations to provide a long-term commitment to offer the very best**

**service we can to our patients are undoubtedly strengthened by working together**

**as a supportive and innovative partnership.**