

YOUR FEEDBACK IS IMPORTANT TO US

If you have any comments please do write them in the space below and return the sheet to the Surgery.



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Merger of Oak Tree and Pensilva Surgeries

Background

On 31st December 2017, Pensilva Health Centre was taken over by Oak Tree Surgery Partners to maintain a local GP service for patients. The General Medical Services (GMS) contracts remain separate although the Partners are the same for both Practices. The Partners would like to merge the GMS contracts in July 2018 to allow working across both sites in the interests of improved patient care.

The Partners would like to merge the Practices to allow the following benefits –

Allows staff to cross cover both sites

Opens the different services at each site to all of our patients

Improves the staff skill-mix available to patients to allow more treatment options

Increases the chances of care being delivered closer to home rather than a trip to Plymouth

Creates the possibility of a more efficient management system across both sites

Allows the Practice to recruit a wider range of specialist staff

Means that patients can see a GP at either Pensilva Health or Oak Tree Surgery

Makes life more convenient for patients

FAQs

When will the new Organisation be established?

Pensilva Health Centre and Oak Tree Surgery both have the same Partners who own and run the NHS contracts to provide services and employ the staff. By merging the patient lists, GMS contracts and IT systems this will allow working to be easier across both sites in the interests of improved care.

Will everything look different come July?

Any changes that occur by merging of patient lists and IT will be noticed mainly behind the scenes, although patients may find that they have increased choice as to where they can attend to see their GP. This means that if you see a particular GP in Pensilva Health Centre, you could choose to see the same GP at Oak Tree Surgery on another day and vice versa.

Will I be able to choose where I am seen?

The process of merging the systems is in large part to allow choice for patients and flexibility to provide added services across both sites. For example, when comparing both sites you will find that one site has a specialist clinic for a certain disease but the other site does not. By merging the lists that clinic can be extended to provide that service at both sites.

What will happen to appointment booking?

Both Practices operate very similar appointment booking services using telephone triage and telephone consulting as well as traditional face to face appointments. 1 in 5 prescription requests are made online and we intend to allow more online services to develop to further increase convenience for patients.

Will the telephone number change?

No, the same numbers will be in use to book appointments.

How will I obtain my prescriptions and medications?

The dispensing services will continue to operate in the same way at both sites, you should see little if any change in the way that prescriptions or medication dispensing operates.

Will I still be registered at my own practice?

The patient list will merge together so you will be officially a patient of Oak Tree Surgery and Pensilva Health Centre, but your 'home' practice can remain the same and you can continue to be served in the location that you have always used. There will be a choice available to you if this is convenient and options to access a wider range of services provided at both sites that did not exist before.

Have the Patient Participation Groups been informed?

The PPGs will be informed and involved as the process develops, as will all patients at both sites. You will find information on the websites and be able to provide questions or feedback via dedicated feedback forms provided in both waiting rooms.

What will happen to our PPG?

The PPGs can choose to remain separate or merge together. If they choose to remain separate entities then they may have a regular joint meeting moving forwards if they so wish.

Will this lead to changes in the practice team?

Merging the IT systems in this way does not mean that staff changes are required. It does open up the chance for staff to work across both sites if appropriate – eg specialist staff who currently work at one site can provide their care across both sites to more people.

I have a question or wish to express my views

Please approach a member of staff who will be able to provide you with a feedback form which we will read and use to guide us during this process.

Our management team can also speak with you and will be providing updates on our website and in the waiting room to keep you informed as things develop.