**IMPERIAL ROAD SURGERY AND ASHOVER MEDICAL CENTRE (MATLOCK AND ASHOVER PRACTICE) PROPOSED MERGER OF PATIENT LISTS**

The following paper is an overview of the current proposal to merge the two practices into one practice.

**BACKGROUND**

Imperial Road Surgery in Matlock has a patient list of 7500. Ashover Medical Centre, situated in the village of Ashover, has 2400 patients and has a dispensary, where medicines are dispensed and given out to patients on site. The two practices are approximately 4½ miles apart from each other.

Until 2018, Ashover Medical Centre had previously been run by one doctor and when he decided to retire Imperial Road Surgery merged with it to make sure it stayed open and could still give medical services to the people in Ashover.

This was very positive and Dr Jones, who had been the partner at Ashover, stayed on for another year as a GP to help with the change for the patients and worked at both Ashover and Matlock.

Although we are one business, our computer systems are separate. This makes it hard to do important tasks that help both practices to run well. We also have to duplicate a lot of work between the two sites, which takes time away from helping our patients.

**WHAT WE ARE PROPOSING**

We are proposing that Imperial Road Surgery in Matlock will merge with Ashover Medical Centre in the early Summer of 2025.

**OUR AIMS**

**Continuity of care**

Whilst the current health care team will remain unchanged, access to them will become easier, meaning that it should become simpler to keep seeing the same doctor. Our health care teamwork across both sites but on set days – by merging our lists, patients will have more choice as to when they are seen, whilst improving the option for continuous care with the same health care person.

**Expansion of services**

Expansion of services is another key component behind our desire to merge. The introduction of the ‘Additional Roles Reimbursement Scheme’ allows us to have the services of a physiotherapist, a mental health practitioner, and a clinical pharmacist. However, we have been unable to offer a full complement of these services to Ashover patients because of the lack of space. Ashover Medical Centre has only three clinical rooms, whereas Imperial Road Surgery has ten clinical rooms with the option to expand this number of rooms if funding is made available. With a merged patient list, the additional services would be more accessible. It would also allow patients to be seen at the site most convenient to them (for example, those patients that need to be seen after work would be able to do this if they work in Chesterfield by having an appointment at Ashover. Ashover Medical Centre also has the added benefit of ample free parking).

**Sharing means caring**

By pooling our resources we can improve staff training, improve infrastructure (including our buildings), and make advancements in medical technology. This, we feel, would improve the working lives of staff and allow them to work at the practice for longer, which ultimately benefits patients.

**Get involved**

This merger is for you the patient. We are committed to involving you in this merger and will provide regular updates on progress via

* text messages
* our website
* our Facebook page
* the PPGs (patient participation groups),
* person to person communication

Throughout this process there will always be the opportunity for all our patients to get involved and to ask questions, we do want to hear from you. You may already have some questions, and that is why we have put together a FAQ sheet which we hope will answer some of them.

We will be holding several engagement events both face to face and online. Management and clinical staff will be present at all of these events to update patients and to answer any questions.

Public Meeting are scheduled for;

Monday 3rd March – from 6pm face to face Ashover Parish Hall

Wednesday 5th March – via Zoom 2pm

Tuesday 11th March – via Zoom 6pm

Wednesday 12th March – face to face from 4pm Imperial Rooms

Please email [ddicb.management.map@nhs.net](mailto:ddicb.management.map@nhs.net) if you wish to attend via Zoom so we can send you the link to join.

**Key considerations**

Workers will have more options to see a Doctor closer to where they may work. Patients will always be able to access both practice sites after the merger.

**OTHER WAYS TO ASK QUESTIONS, RAISE CONCERNS OR GIVE US FEEDBACK**

If you are unable to attend on the events, you can ask questions or share your views via:

**Email:** [ddicb.management.map@nhs.net](mailto:ddicb.management.map@nhs.net)

**Telephone:** 01629 593240 – you can speak to our admin staff who will take down your question over the phone and arrange a time to telephone you back with the answers.

**Paper questionnaire**: complete one of the sheets on display in the reception area and put it into the box with your contact details so that we can reply to you individually, or if anonymous then we will display the answer on our Facebook page and website.

**ACCESSIBILITY**

Your views and questions are important to us. If you have any accessibility concerns or needs, please contact the surgery via telephone, email or in person and speak to one of the merger team who will be happy to help.

**NEXT STEPS**

All feedback received will be produced as a newsletter for all our patients to read. A report will be compiled and will be part of the final decision-making process. We will keep all patients informed throughout each stage of this proposed merger process.

**FAQs**

**WHY IS THE MERGER BEING PROPOSED?**

With the retirement of Dr Jones, there was no Partner that was able to invest in Ashover Practice. Imperial Road Surgery merged with Ashover so that longevity of a medical centre in Ashover could be maintained. It was always planned to fully merge, but Covid delayed this. Medical provisions in both Matlock and Ashover are important, and a merge will allow both practices to continue effectively and to provide increased services for Ashover. Services will **NOT** be cut at either Practice.

**HOW WILL THE MERGER BENEFIT PATIENTS?**

The most important benefit for patients will be the opportunity to have continuity of care with the same clinician. We have many clinicians that specialise in certain aspects of medical care, and we want to make this more accessible for all our patients.

**WILL THERE BE ANY CHANGES TO SERVICES PROVIDED?**

No – it is our intention to improve and hopefully expand services that we can provide as we will be a bigger practice. We will become the biggest list size practice in the Derbyshire Dales Primary Care Network.

**WILL PATIENTS NEED TO CHANGE THEIR REGISTERED GP?**

No – this will remain the same for patients.

**WILL I CALL THE SAME TELEPHONE NUMBER?**

For now - yes. We will eventually have one telephone number as we look to centralise our appointment booking system but will make sure that you are updated before this happens.

**WILL THERE BE ANY CHANGES TO APPOINTMENT BOOKING PROCEDURES?**

We hope to be able to increase our pre-bookable appointments made available to patients and increase the number of online bookable appointments. We are also in the process of looking at the expansion of online triage.

**WILL THE MERGER AFFECT WAITING TIMES?**

We feel that the merger will decrease the waiting times, especially for nursing appointments, and will increase the type of nurse duties that can be carried out for our patients. We will feedback to our PPG the waiting times after the merger.

**HOW WILL PATIENT RECORDS BE MANAGED DURING THE MERGER AND AFTER?**

These will be managed in the same way.

**WILL THERE BE ANY CHANGES TO THE STAFF AT THE SURGERY?**

We hope not but cannot guarantee this. What we hope is that the merger will give more opportunity for staff development and further cross-site working, which is already happening.

**HOW WILL PRESCRIPTIONS BE HANDLED DURING THE TRANSITION?**

There will be no changes to how prescriptions are managed.

**HOW WILL PATIENT FEEDBACK AND COMPLAINTS BE MANAGED DURING AND AFTER THE MERGER?**

Feedback and complaints will be managed in the same way as they are now and, following the merger, our Practice Manager is happy to speak with any patient who has concerns or wishes to raise a complaint. Alternatively, they can be submitted in writing or by completing our complaints form on display in our reception areas.

**WILL THERE BE ANY CHANGES TO HOW A NEW PATIENT IS REGISTERED?**

No – this will be exactly the same process, but patients will register as a Matlock and Ashover patient.

**WILL THERE BE ANY CHANGES TO THE AVAILABILITY OF HOME VISITS?**

No – home visits are currently undertaken by our Primary Care Network (PCN) Home Visiting Team made up of GPs, Advance Nurse Practitioners (ANPs) and paramedics, and nothing will change. Home visits will still be available where required/deemed necessary.

**HOW WILL THE MERGER AFFECT THE CONTINUITY OF CARE FOR PATIENTS WITH ONGOING HEALTH NEEDS?**

Essentially, this will depend upon how soon you need to be seen, but we feel it could improve accessibility and the choice for our patients. You can still request to see the same GP that you usually see for your health issue. This will always depend upon availability, as it does now, but you will also have access to many other GPs.

**WILL I BE FORCED TO TRAVEL TO OTHER SITES FOR MY APPOINTMENT?**

No – you will still have choice in where you wish to attend for an appointment. For patients who prefer to travel to a more convenient site, we want you to be able to do this, but if you have mobility requirements or other preferences that mean that one site is easier, we will make sure you can still have your appointment at this site.

**WHAT MEASURES ARE IN PLACE TO ENSURE A SMOOTH MERGER AND MINIMISE DISRUPTIONS TO PATIENTS?**

We are working closely with our local NHS Integrated Care Board (ICB), our IT providers and our clinical system providers to ensure that we are fully prepared for the merger and that the transition runs as smoothly as possible for our patients. We are also dedicated to providing clear communication to our patients along the way and will keep you all fully informed.