

Proposed merger of Oakwood Surgery, Rutland Lodge Medical Practice and Shadwell Medical Centre

Frequently Asked Questions

Questions about the merger:

Why are we merging?

Across the three practices, there have been several resignations from GPs, with a few known retirements coming soon. It has been difficult to recruit new GPs to the practices as they currently stand, despite a number of efforts.

Rather than running the risk of struggling to recruit enough GPs, or other staff, coming together under one contract will allow the practices to share various resources (including staff) to ensure consistent care for patients. This also provides opportunities for our staff, which will provide them more flexibility and opportunities to develop.

If the proposal is approved, this would create a larger patient population for the area under one contract, approximately 19,000 patients. This provides future opportunities to invest in developments in what can be offered to patients, such as access to new services, or opportunities work more efficiently.

It will also enable all three practices to continue to provide a good service to the local community supported by one another. It will also help the practices develop as a GP training practices.

Does this mean that I must transfer to one of the other surgeries or do I have a choice of practices?

No patient will be asked to transfer.

It is anticipated that when you interact with the healthcare professionals you will not see any changes.

There will be no changes to how your medical records are stored.

In the future, we are hoping you will be able to call one, single number for an appointment, regardless of which practice you are registered with. You can also visit your practice website, call by telephone or visit the practice in person, as usual.

The surgeries will continue with their contractual opening times

Does this mean that it will be more difficult to get an appointment?

You should find no problems with getting appointments at your current surgery. However, if they are booked up you may also be seen at one of the other surgeries.

Will I be informed of the new surgery details before I am transferred across (phone number and address for example)

We will write to you all again if the merger is approved – this will include any new contact information and any other relevant information for patients

Will the opening hours be changing?

All surgeries will continue to provide services as usual.

Will I still be able to book an appointment using online access?

Yes, you will. Access to online access will expand as the practices implement a new system called PATCHS.

Will I still be able to book a home visit?

If you are a patient who, due to medical reasons is unable to leave the house to attend the surgery, we will continue to provide home visits where appropriate.

We are working with the other member practices of the Central North Leeds Primary Care Network (PCN) to continue to provide home visits, especially for more vulnerable patients such as people who are frail, elderly, and have limited mobility. This may be provided by a paramedic, nurse or GP once the request has been triaged.

Will I still be invited for my long-term condition annual review?

Yes, you will be contacted to make an appointment when it is due, which is usually your birth month each year.

Will I get to see the same GP all the time at my practice?

Depending on the nature of your condition you may see the same GP. All our GPs want consistency and when treating and managing long-term conditions this is in the best interest of the patient

For new conditions / minor ailments this may not always be possible.

Who makes the decision about what kind of appointment I am offered?

This depends on the nature of problem / condition – a same day appointment will be offered if it is needed. A planned appointment may be offered if the medical complaint isn't urgent. The shortage of GP appointments is a national challenge, and we will continue to ensure patients are seen according to the urgency of their need.

When you call the surgery for an appointment our reception team (now known as Care Navigators) ask questions to make sure you are seen by the most appropriate health care professional, which might not be a GP.

What types of appointments do you offer?

We offer a variety of appointments, face to face, telephone or online. We offer appointments with a number of different healthcare professionals both during normal opening hours, in the evening, and at weekends.

