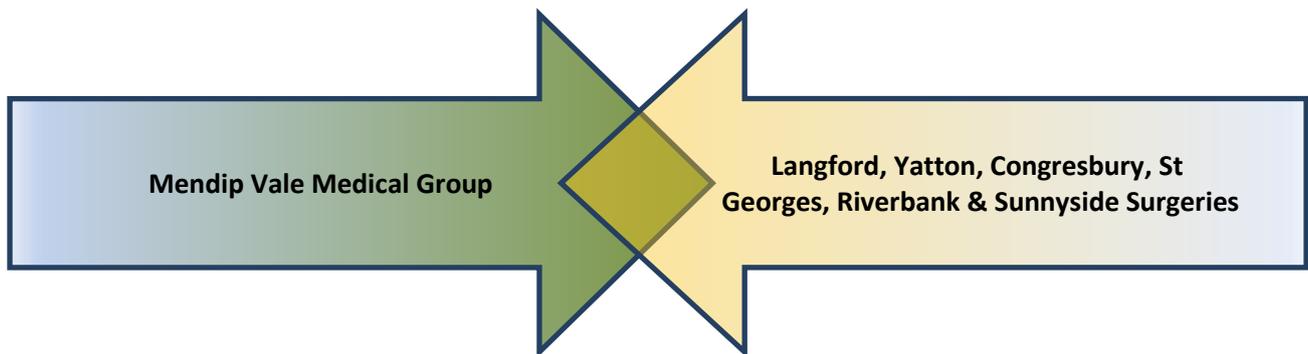




MENDIP VALE

Mendip Vale Medical Group
Your Health, Your Care, Your Medical Group

Important Patient Information for Riverbank and Sunnyside patients



Introduction

Riverbank and Sunnyside have recently joined with the Mendip Vale Medical Group.

The Group would like to welcome you to the Mendip Vale Medical Group and want to share with you the benefits of being one of our patients.

Background

The NHS celebrated its 70th birthday on 5th July 2018. Since the formation of the NHS in 1948, the health needs of the population have changed. Many people are living longer but for some, this means living with increasingly complex healthcare needs. Services are under huge pressure to meet these increased demands, and general practice needs to evolve and change to provide high quality services for our patients both now, and in the future. For more information visit:

<https://www.england.nhs.uk/five-year-forward-view/>

Why have we merged?

Our main objective is the care of you, our patients; the people GPs, Nurses and associated staff enter general practice to serve.

Your priorities are clear – you want **high quality care**, provided by a **familiar team** of staff, who **know your medical history**. You also want to receive care in a **timely fashion** when you need it. As the demands and pressures on GP practices are continuing to increase, working together as a larger group will put us in a more sustainable position to deliver safe, effective and responsive care.

All the Partners have a shared belief in making a continued positive difference for patients, and feel it is the right time to combine efforts and build upon the successes to date.

Practice Boundary

The team at Mendip Vale Medical Group look after patients across a semi-rural location in North Somerset. We serve over 43,000 patients.

Our Langford site is an impressive modern facility, purpose-built in 2013, with great parking and equipment. Our St Georges site is an excellent 2012 purpose-built surgery with all the facilities to make your healthcare environment comfortable. Shortly, we hope to be combining our Yatton and Congresbury surgeries into a superb new purpose-built “Smallway” medical practice with the latest design fit for the provision of modern health care, making our estate one of the newest and brightest in the south west.

In 2019 Riverbank staff and GP/Nurse-led services will be moving into the St Georges site, which is less than a mile away. Patients will access the majority of services from St Georges site, but the Riverbank site will remain open to offer a wide variety of alternative health services. Sunnyside Surgery is well placed in Clevedon with an attached pharmacy, serving patients living in Clevedon and the surrounding villages of Tickenham, Kenn, Kingston Seymour, Walton in Gordano and Weston in Gordano.

Areas are covered by our practice boundary:

Sunnyside site

Riverbank site

St George's site

Langford site

Yatton site

Congresbury site

New proposed "Smallway" development replacing Yatton and Congresbury

Benefits to Riverbank and Sunnyside patients joining with Mendip Vale Medical Group

We believe there are lots of benefits and improvements that you will see to the care you receive as a patient at Mendip Vale Medical Group. Here are a few:

<p>Access to care</p> 	<ul style="list-style-type: none"> • You will have wider choice of where you would like to be seen, and have access to services across all sites. • Some patients may live close to a particular surgery; they may work closer to another. You will have the flexibility to select <i>any</i> site that is most convenient to your individual needs. • You will have access to a wider team of healthcare clinicians caring for you – GPs, Advance Nurse Practitioners, Pharmacists, Practice Nurses and Health Care Assistants (HCA) – providing a wider range of service provision. • If you need an appointment you will be given a choice of having a face-to-face appointment or a telephone call. All urgent requests will be passed to the Duty Doctor for that day. • ‘Extended’ access provision across the Practices will see all patients benefitting from being able to access a GP, Nurse or HCA on early mornings, into the evenings, and on Saturdays. This is something that a small practice in isolation will struggle to provide. • Extended appointments, both face-to-face and telephone, are available and bookable via the Reception team. These are available to all patients as follows: <ul style="list-style-type: none"> ○ Tuesday mornings from 06:00 at Langford site ○ Thursday evenings from 18:30-20:00 at Yatton site ○ Saturday mornings 08:30-12:30 at Langford, Sunnyside and St Georges sites
<p>Telephone Responsiveness</p> 	<ul style="list-style-type: none"> • We aim to answer our phones promptly and treat you courteously on the phone and at the desk. • When you call the practice, there are 3 telephone “hubs” serving all sites. This has meant that there has been a significant reduction in the wait to get through on the practice telephones. Wait times have fallen from over 6 minutes to less than 2 minutes. Operating at this scale will also mean that we can be more resilient when staff are absent to ensure we are still easily contactable and responsive. • We intend to create hubs of excellence, where staff are trained to become “experts” in their areas. This will enable our staff to navigate you to the most suitable service, ensuring your requests are dealt with as quickly as possible. Teams are undergoing continuous training so please bear with us during this transition.

Clinical Skills and our clinical teams



- You will be able to consult with clinicians with more specialist interests or expert skills, this may mean that you do not have to be referred into a hospital and can receive care closer to home (*for example, we have a GP with a special interest in dermatology. He is able to support his colleagues with his knowledge and offer an opinion or care which can reduce waits for services in the hospital sector. It is more convenient to patients*)
- One of the most important benefits for you is that these mergers will see your services being made secure for the future, with responsive and easy to access clinicians that have long term viability.
- There are over 40 GPs working across the sites, and as a training practice we also host 3 or 4 trainee GPs at any one time. Their timetable is available on our website: www.mendipvale.nhs.uk.
- We have highly trained Clinical Pharmacists who are able to support you with your medications and prescription reviews. They are experts on medications and will be able to provide advice to the team on the latest guidance.
- At the Langford site we have a Dispensing Team who dispense medication and process prescription requests. We are currently training Prescription Clerks, based at each site, to support you to ensure the timely processing of medication requests.
- We have Advanced Nurse Practitioners (ANPs) and Paramedics who are highly skilled in providing safe and effective care both in the Practice and in the community; in nursing homes and home visits.
- We have a large team of Nurses, providing support and guidance on long-term conditions and lifestyle management. This is underpinned by a valued team of Health Care Assistants.

Facilities



- Mendip Vale Medical Group has modern healthcare facilities with which to offer you care at both its Langford and St Georges sites. We expect services at the Riverbank site to move across to St Georges in spring 2019, after the facility has been expanded. We soon hope to be able to replicate these facilities for Yatton and Congresbury with the “Smallway” development, subject to planning permission.
- There is wheelchair access to all of the sites. A toilet for Patients with physical disabilities is available at Langford, Sunnyside, St Georges and Yatton sites. Each of the Surgeries has allocated disabled parking spaces.

Patient Engagement



- Our Patient Participation Group (PPG) for both practices has been actively involved in the merger plans and are supportive of the merge. The merger has been discussed at three PPG meetings, with representatives attending from each of the sites PPGs.
- Our PPGs have already merged and look to build upon the good relationship and are involved in planning and shaping future services for you. Find out more by becoming a virtual member.

Frequently Asked Questions

1. Will I still be able to make an appointment to see my usual GP or Nurse?

Yes. We very much value all of the one-to-one relationships you have with your GP/Nurse. We expect that joining practices will further increase our ability to provide you with continuity of care and access to your usual GP and/or nurse. We have a strong, dedicated team and as a result no longer use locums ensuring you see someone you know well.

2. Will I still be able to make an appointment at my usual "site"?

Yes. All sites will have daily appointments that are pre-bookable, in advance, or book on the day. Should you choose to, you may also access any other site if there is a more convenient appointment date and time.

3. Will my usual "site" opening times stay the same?

Yes. We are not currently anticipating any changes to our core opening times. We do expect to be able to improve and extend our opening times across our sites for all our patients. You may be able to travel to another site to access an appointment outside of core opening times (i.e. early mornings, late evenings and weekends).

4. Will any service that is currently offered by my usual "site" be removed or stopped?

No. We do not anticipate services being removed or stopped, but we do hope to bring about a greater choice in services. We hope that the mergers will enable us to further develop additional services for the future.

5. Will the merge affect any treatment I am currently receiving either at my usual "site", or care by another provider (i.e. hospital)?

No. Any current treatments or investigations will not be affected by the merge.

6. What will happen to my health records?

Your electronic patient record will automatically be merged and your health records will reside with the Mendip Vale Medical Group database. The NHS safeguards in relation to patient confidentiality of information will continue to remain in place throughout the transition and our staff are trained to the highest standards of patient confidentiality and discretion.

7. Can I still access my information online?

You can book appointments, order repeat prescriptions, and view your test results and your health records without having to telephone or visit the practice via **Patient Online Access**. Irrespective of whether you have used this service in the past, all patients will need to register to use this service with the Mendip Vale Medical Group. Registration is open for Langford, Yatton, Congresbury, Riverbank and St Georges patients. Sunnyside patients can register for this service from 8th November onwards.

8. I have further questions I would like to ask and/or comments I would like to make. How do I do this?

You can put these in writing to your Surgery Manager (www.mendipvale.nhs.uk) or you can submit any questions and/or comments to our Service Manager, Nicola Wrangham by emailing mendipvale.scanners@nhs.net .