



# PENARTH HEALTHCARE PARTNERSHIP

## FAQ's

### 1. Who is Penarth Healthcare Partnership?

Penarth Healthcare Partnership will be the merger of Stanwell Surgery and Station Road Surgery. All doctors and other staff at both surgeries will be part of Penarth Healthcare Partnership.

### 2. Why are the practices merging?

Over the last 12 months both practices have found recruiting doctors more difficult than previously. Station Road Surgery currently has premises that are not suitable for the provision of modern general medical services; this merger forms part of the ongoing commitment of both practices to continue to provide the highest quality healthcare to all of our patients.

### 3. Where will Penarth Healthcare Partnership be based?

Penarth Healthcare Partnership will be based at Stanwell Surgery. All services and staff that currently operate at Station Road Surgery will relocate to Stanwell Surgery. This means that all healthcare services will be based in one single site.

Stanwell Surgery is situated less than 10 minutes walk and a two minute drive from Station Road Surgery and has a car park onsite. The surgery is also opposite a bus stop.

### 4. Do I need to do anything?

No, if you are a patient of Station Road or Stanwell Surgery you will automatically become a patient of Penarth Healthcare Partnership.

### 5. Will this affect any treatment or medication I am currently receiving at either GP practice?

No. Once you become a patient of Penarth Healthcare Partnership your treatment and medication will continue as prescribed by your doctor. All doctors are remaining with Penarth Healthcare Partnership so you will still be able to book appointments with your usual doctor.

### 6. How will I make an appointment?

There will be no immediate changes so you can continue to book appointments in the same way as you do now. However, as part of the merger we are looking to see if there any improvements we can introduce to make it easier for patients to make appointments.

### 7. Will I still be able to see my usual doctor or nurse?

Yes, you will be able to see any clinical team member as they move over to the Penarth Healthcare Partnership.

### 8. Will any of the services that are available at the moment be removed or stopped?

No. All services that are currently available to you will remain. If anything, we will be looking at all of the services we provide to see where we can make changes that improve services to patients.

### 9. Will there be a change in how I order or collect my prescriptions?

No. You will still be able to order and collect prescriptions as you do now.

### 10. Will there be a change to how I get my test results?

No. You will still be able to phone the surgery for test results.

### 11. Will any new services be introduced?

As part of the change we will be looking at all of the services provided to see where we can make changes that improve services to patients.

### 12. Will my access to other services such as district nurses, midwives, health visitors, community services, be affected?

No. Access to these services will not be affected. You may however, see different members of the community service teams following the merger.

### 13. How will my medical records be kept and shared?

Electronic or computer copies of your records will be merged into a single clinical system so that all medical staff can access them when they need to. We have computer security systems in place to make sure that this information is shared safely and securely.

### 14. What does the merger mean for staff at both practices?

Our staff will not change. We are all working together to make the planned new partnership a success.