



The Brayford Square Surgery

Frequently Asked Questions (FAQs) regarding the merger and future relocation of Brayford Square Surgery with the City Wellbeing Practice.

Neighbouring Practices, Brayford Square and City Wellbeing Practices, are planning to merge and become one single Practice from the 1st April 2021. This to provide patients with a better and more sustainable service, sharing resources, clinical expertise and staff. Both practices have a shared belief in making a continued positive difference to their patients and have worked closely together for many years.

For now both sites will remain open. There is a plan to close the two current sites and relocate to a new site in autumn 2021. The new site is a modern, purpose built health centre in Deancross Street, E1 2QA that is being vacated by another local Practice.

Q: Why are you merging Practices?

We have been carefully considering a merger for some time and we feel that this is the right time to undertake a merger and combine our efforts so that we can create more opportunity for developing services and improving patient care in these challenging times. We have a shared belief in making a continued positive difference to our patients and have worked closely together for many years. As the pressure increases on General Practice, we believe the best way to continue to offer our patients a high quality, person centered and sustainable service into the future is to merge our practices. By joining the two Practices and sharing resources, we will be able to deliver a better service to our patients by, for example, sharing clinical expertise and staff.

Q: What does it mean that my practice is merging?

A: This means that two separate GP practices, the Brayford Square Surgery and the City Wellbeing Practice will become one single practice and run under one single contract.

Q: How does the merge effect patients?

A: Patients will continue to have the same services you currently receive at Brayford Square Surgery.

Q: Can I still be seen at Brayford Square Surgery?

A: Yes you will continue to have access to the practice at its current location until it relocates to the new site. The Practice will operate from two sites Deancross Street E1 2QA and Cable Street E1W 3DE.

Q: Will I need to re-register with the practice due to the merger and/or relocation?

A: No, you will not be required to re-register with the practice as a result of the merger and future relocation. You will continue to access and receive healthcare services as you normally do, albeit from a different location. You will not be de-registered from the practice as a result of the premises relocation.

Q: Will I get the same GP services I currently receive at the new site?

A: The same GP services will be provided to patients following the merger. Following the move, services will be provided at the new practice premises. The practice will operate from two sites Deancross Street and Cable Street sites, they are a more modern, purpose-built healthcare. We hope to further improve your experience at the new premises.

Q. When will the practice move to the new site?

A: The planned move for the relocation to the new site is expected to take place in Autumn 2021, we will contact you again closer to the time.

Q: What happens to my medical notes?

A: Medical records are stored securely, electronically in the practice database system which will be relocated to the new premises. Most practices also have paper medical records for each patient; these will be digitalised and saved to your electronic medical records before the practice relocates. This will ensure that we have all your medical history on our database system.

Q: If I am not happy to move to East One Health and Cable Street sites, what should I do?

A: You will need to register with another GP Practice. You can find out which GP Practice is more accessible to you by visiting <https://www.nhs.uk/service-search/find-a-gp>. You can also register online on <https://www.eastlondonregistergp.nhs.uk/start>.

Q: Will the practice details change?

A: The name of the practice will be changing. The practice will engage with the patient participation group when deciding the new name of the merged practice.

Q: How to get involved?

A: We want to hear from you so you can talk to us about the merger and planned future relocation and share any queries or concerns that you may have. Over the coming months we will be identifying areas across both practices that could be improved to benefit our patients. We will provide updates on all of these changes and will let you know when they are to be made. We will be actively working with our patient groups to help support these changes to ensure they meet the needs of all our patients.

You can:

To ensure patients remain safe, we are unable to organise any face to face events, due to COVID-19 social distancing requirements at present

- Attend a Virtual Patient Drop in Session
- We have arranged two virtual drop in sessions:

Date	Time	Meeting details (zoom or dial in)
Friday 26 th February 2021	from 12:30 to 13:30	Virtual: https://zoom.us/join Dial in: +44 203 051 2874 Meeting ID: 865 0807 1340 Passcode: 0000
Friday 26 th February 2021	from 16:30 to 17:30	Virtual: https://zoom.us/join Dial in: +44 203 901 7895 Meeting ID: 832 4886 9666 Passcode: 0000

Complete the online patient survey before the 14th of March 2021

<https://www.surveymonkey.co.uk/r/VBBZTZV>

Q: I am unable to attend any of the engagement events, who can I contact for more information?

A: Please contact us via telephone on 020 3667 5009 or via email on Brayford.surgery@nhs.net if you would like further information, and a member of the practice team will be happy to assist.

Q: The new location is too far for me, can I register with another practice which is more local?

A: You have the choice to register with another GP practice if you wish. You can visit the NHS Website to find another nearby GP surgery <https://www.nhs.uk/service-search/find-a-gp>. Healthwatch Tower Hamlets on 0800 145 5343 or 020 8223 8922 (free) for further guidance.



Q: What is NHS Tower Hamlets Clinical Commissioning Group?

A: It is the statutory body responsible for planning, putting in place and monitoring health services for Tower Hamlets residents. They commission services like hospitals, community health, mental health, general practice (GP) and some pharmacy services. Their website is:

<https://www.towerhamletscg.nhs.uk/>

Q: Where can I get information on other local services?

A: If you require further information regarding other health and social care services available in your local area, you can contact Healthwatch Tower Hamlets on:

- [0800 145 5343](tel:08001455343)
- info@healthwatchtowerhamlets.co.uk
- <https://www.healthwatchtowerhamlets.co.uk/>