

Frequently asked questions in relation to the merger of Cynon Vale Medical Practice and Rhos House Surgery

- 1. What is the timescale envisaged for the merger?**

We anticipate merging from 1 October 2020. You will probably experience little change to your service immediately. However, there will be changes behind the scenes with IT and other internal systems. Implementation of any changes to how we deliver services, will be phased in gradually after the merger following input from our patient participation groups. Your surgery will be happy to advise how you could become involved in the patient participation groups should you wish to join.
- 2. How will the merger affect the present service?**

The practices are determined to maintain family-friendly services despite becoming a bigger practice. You should see very little change in the services that you receive as a patient.
- 3. What will the new merged practice be called?**

The new practice will be called Meddygfa Glan Cynon Surgery.
- 4. Will I need to re-register to become a patient of the new merged practice?**

No, you will not need to re-register. However, if you use My Health Online to order your prescriptions or book appointments, you may need to re-register your account. Please visit the surgery website for details or contact your surgery direct. The contact details are provided on the letter.
- 5. What if I have moved from one practice to the other already?**

Firstly, if you have any particular concerns that could be answered without the need for you to change, do speak to us first. If, however, you are uncomfortable with receiving your care from the practice you left, then you are of course free to consider registering with another practice that covers your area.
- 6. Will the hours of opening remain the same as they now?**

Yes. The merged practice will be responsible for the care of its patients between 8am and 6.30pm Monday to Friday, excluding public and bank holidays.
- 7. Will the telephone numbers change?**

Not at present, we will be keeping all telephone lines for all buildings. This will be reviewed as part of the merger project. If a decision is made to introduce new numbers, we will ensure you are informed of this before it happens. This may be necessary when we move to the brand new Primary Care centre on Oxford Street in Mountain Ash.
- 8. Will there be any changes to how I access the GP Out Of Hours service?**

No. In order to access a GP outside the normal surgery opening hours patients will still continue to telephone **0300 123 5060** and they will either signpost you to the most appropriate service or arrange for you to access a GP.
- 9. Will the current arrangements that I have in place for getting my medicines stay the same?**

Yes. You will be able to request and collect your repeat prescription in the same way as you do now, preferably using MyHealthOnline or through one of the local pharmacies. The merged practice will plan to explore ways of improving this service so that it is easier for

patients to receive their regular medications.

10. Will the merge affect any treatment or medication I am currently receiving either at my usual surgery or any hospital?

Any current treatments, medications or investigations will not be affected by the merge.

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

All the doctors and nurses that are involved in your care will continue the same working patterns. We very much value all of the one to one relationships our patients have with our doctors and nurses.

12. Will any of the current practice premises close?

There is no intention to close any of the premises from the 1st October. However, our current premises will close once we move to the new Primary Care Centre on Oxford Street in Mountain Ash.

13. Will practice boundaries change?

The merged practice will retain the existing boundaries of both Cynon Vale Medical Practice and Rhos House Surgery.

14. Is the main reason to merge so you can recruit more GPs?

As you may have seen in the media, GP recruitment is a national issue. The merger between Cynon Vale Medical Practice and Rhos House Surgery will widen the pool of GPs, nurses and other health professionals available to all patients, improve access and broaden the services we can offer.

15. Will staff be made redundant?

Staff will continue to be employed as they are at present and will be transferred over to the new merged practice under TUPE arrangements. We envisage growing opportunities for staff to develop and to enhance their skills.

16. What do I do if I want more information?

You can put questions and/or comments in writing for the attention of Graeme Hunter (Practice Manager, Cynon Vale Medical Practice) or Sheryl Evans (Practice Manager, Rhos House Surgery) and place in the repeat prescription box at either Cynon Vale Medical Practice or Rhos House Surgery. We are hoping to arrange a question and answer session, given the current situation this may be held virtually, face to face (with social distancing) or both.

or

You can submit any questions and/or comments to:

practice.manager.w95623@wales.nhs.uk or practice.manager.w95029@wales.nhs.uk

or in writing to:-

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