**Merger between The Old Dispensary and The Quarter Jack Surgery**

**Monday 18th March 2024**

**Frequently Asked Questions:**

**Q1 Why are the practices merging?**

Nationally GP practices are struggling to recruit GPs and GP partners and increasing demands on services have seen many practices close down or merge with other practices. Many practices across Dorset have chosen to merge to sustain services which is particularly important in our rural area.

**Q2 When will the merge to the new Practice take place?**

The practices will merge on Monday 18 March 2024.

**Q3 Do I need to do anything?**

No, the practices clinical systems will merge seamlessly on 18 March and patients of both practices will come under a single system. This includes clinical health records.

**Q4 Will the merge cause any disruption to me?**

The merge will take place in the afternoon and evening of Monday 18th March. During this time, all members of staff will not be able to access our clinical computer systems. Due to this we will be offering extremely limited services. We will not be able to book appointments or process prescriptions in the usual way. The GPs will also not be able to access your records.

Please be aware that due to the clinical system being unavailable to us on the afternoon of the merger, that prescriptions may take longer to process during the days leading up and after the merger.

**Q5 I am a patient at the Old Dispensary, will I be given a new named GP?**

Yes, allocating named GPs to patients at the Old Dispensary is part of the process. You will be notified in due course.

**Q6 Will there be changes made to the way I book appointments?**

The merger process will bring together the individual practice systems into a single system. You will continue to book appointments as you do now. You will be notified if there are any changes for instance to the telephone system.

**Q7 Will I have to go to another GP Practice site for consultations and/or treatments?**

Working as one combined team across two sites will enable us to use our resources efficiently. We currently offer nursing services from the Old Dispensary and GP services from Quarterjack which are accessible to all patients.

Please check when making appointments that you are aware of the correct site for your appointment. You should be told, but please check before attending, as it is a 10-minute walk between the two sites.

**Q8 Will there be any changes to how I access the GP out of hours service?**

No. In order to access a GP when the practice is closed, you will continue to telephone the NHS 111 service as you do now.

**Q9 Will the current arrangements that I have in place for getting my medicines stay the same?**

Yes you will still be able to access your pharmacy for prescriptions as you do now. **However, Old Dispensary patients who use electronic pharmacy services such as Pharmacy2U, will need to update their GP information to ’Quarterjack Surgery’.**

**If you log in to your online pharmacy with your NHS login, please log out and log back in. This will then create a new link between the pharmacy system and the GP clinical system.**

**Q10 Will the intended merge affect any treatment or medication I am currently receiving either at my usual surgery or any hospital?**

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

**Q11 Will I need to re-register to become a patient of the newly merged GP Practice? What will happen to my health records?**

No. All patients will automatically be transferred into the new single GP Practice system, along with their health records.

**Q12 How can I keep updated?**

Updates will be posted on practice websites, and posters in each practice. Any significant changes will be communicated by letter or SMS message. Ensure your GP practice has your up-to-date contact details.