

April 2019



Dear Patient

Heatherview Medical Centre (and Fernside Surgery), Lilliput Surgery, Parkstone Tower Practice, Poole Road Medical Centre & Wessex Road Surgery have formed a new Partnership under the group name "Shore Medical"

As a registered patient of Wessex Road Surgery this letter is to inform you of the merger of the above GP Partnerships forming **Shore Medical**. This merger took place on 1st April 2019.

Please rest assured, the individual Practices will continue to operate as before from each site.

Patients will, however, in the future, benefit from access to a greater range of appointments and clinical services as we take advantage of the Government's new investments in Primary Care. We are already happy to be offering better access to blood tests at the individual surgeries, we are working together to ensure housebound patients have a team approach to their care, and we are offering access to GP appointments outside normal hours. We are shortly planning to start a new travel clinic and have future plans to offer better support for patients in need of community support, access to expert medicines advice and improvements in physiotherapy services. All these changes depend upon us working together as a larger group.

All registered patients will have the chance to keep up to date with the latest news and will have the opportunity to raise questions and share views with members of the Practice teams. We will use your feedback to consider how Shore Medical will be shaped in the future. We believe it is important that everybody's views are considered, so please take the time to let us know your thoughts.

We plan to hold a Patient Engagement Evening in the near future which will be publicised in the Surgeries and on websites. This will allow you the opportunity to speak to staff members of all the Shore Medical Practices, and to raise any ideas or concerns you may have.

You can have your say or ask any questions in writing or by email to the Practice Management Team:

Practice Management Team, Shore Medical, 7 Poole Road, Bournemouth, BH2 5QR
Email: Enquiries.Shore@dorsetgp.nhs.uk

You can also contact the Dorset CCG (the commissioning organisation for the whole county of Dorset) with any questions you may have:

Dorset Clinical Commissioning Group, Vespasian House, Barrack Road, Dorchester, DT1 1TG
Tel: 0333 241 2495. Email: primary.care@dorsetccg.nhs.uk

We look forward to hearing your views as all at Shore Medical work together with you to improve the care and services we provide for your future health and wellbeing.

Yours faithfully

Dr S Griffiths
On behalf of all the Partners

More information overleaf...



Frequently asked questions...

What is Shore Medical?

Shore Medical is the name we have chosen for the new Partnership. The partners of the current GP Practices have come together in the new larger group under the name Shore Medical to become a “super partnership”. Each individual Surgery is currently keeping its own contract within the NHS.

Which practices are involved in the merger?

Heatherview Medical Centre
Lilliput Surgery
Parkstone Tower Practice
Poole Road Medical Centre
Wessex Road Surgery

What difference will this make to me as a patient?

The day to day operation of your surgery will be unaffected. You will still see the same GPs and Nurses at the same location. Over time our aim is to improve the care we offer as a group and some of additional services may be at different sites.

What services will Shore Medical provide to its patients?

All the services that are currently being provided by the Practices will continue. The opportunity of serving a larger population is that we will be able to offer more; for example, specialist clinics, more extended hours, and improved secretarial services. This larger organisation will also provide a basis for expanding services in the future, such as additional specialist consultations, further involvement in training student doctors, GPs and nurses, and research.

We aim to ensure that patients are fully engaged in our development.

Will I still be able to see my usual GP or nurse?

Yes – all staff will still be working from the same sites providing the same appointments.

Will my Practice be changing its name?

The individual Practices will keep their current name. The only change will be that they will be part of the Shore Medical. This will be included in signage and on correspondence.

Who will be the doctors in the Practice?

Your usual clinical team including GPs will still be based at the current Practice. As services develop we may see more staff offering new clinics and appointments.

Will there be extended opening hours across Shore Medical?

Yes – we are working as a group to maximise appointment availability to patients, and appointments outside of usual hours are part of this plan.

Why is the merger taking place

GP Practices nationally have faced increasing pressures over a number of years, including difficulties in recruiting new doctors, managing patient demand and dealing with the ever-increasing costs of operating a Primary Care service. By coming together we will be able to share resources and costs to ensure that we are able to continue offering a high standard of care.