

Melbourne Grove Medical Practice Patient Frequently Asked Questions

1. What is NHS Southwark Clinical Commissioning Group (CCG)?

It is the statutory body responsible for planning, putting in place and monitoring health services for Southwark residents. We have a budget of £460 million which covers services like hospitals, community health, mental health, general practice (GP) and some pharmacy services. Our website is www.southwarkccg.nhs.uk if you would like to find out more.

2. What are the changes proposed for the Melbourne Grove Medical Practice?

GP services are provided at surgeries on a contract basis. When a contract ends, the CCG has to agree a new contract with the same or another organisation to ensure that GP services continue to be available to patients.

At the Melbourne Grove Medical Practice, GP services are currently provided by Concordia Health Ltd. This contract ends on 31 March 2019.

The contract for GP services at Hambleden Clinic, provided by AT Medics, will also end on 31 March 2019.

As you are probably aware, a new health centre is being planned to be built on the Dulwich Hospital site.

The CCG has considered its options and, as contracts for GP services at both Hambleden Clinic and Melbourne Grove Medical Practice are due to come to an end, it is proposed that the best way forward would be to bring GP services for both surgeries together as one contract instead of two. This means both existing surgeries would operate as one larger GP surgery from the new health centre. The new contract would last for five to 10 years.

This is our plan and we want to hear what our patients and stakeholders views are.

3. What are the reasons for the CCG making this decision?

When proposing that the Melbourne Grove Medical Practice should become part of the new GP surgery at Dulwich Health Centre, the CCG considered a number of factors. Firstly, the CCG wants local patients to be able to access high quality sustainable GP services.

The opportunity of moving GP services into the planned Dulwich Health Centre means that patients registered with a GP surgery here will be able to access high quality services as well as other services which will be delivered at Dulwich Health Centre. This will include services such as physiotherapy and long term conditions services.

Evidence has also shown that surgeries with fewer than 6,000 patients often struggle to provide a full range of services and are not usually financially sustainable.

Therefore, as Hambleden Clinic has fewer than 6,000 patients, and Melbourne Grove Medical Practice has just over 7,000 patients, the CCG view is both Melbourne Grove and Hambleden patients would benefit from improved care and services if they took this opportunity to become part of the new Dulwich Health Centre.

4. How would health services for Melbourne Grove patients improve by moving into Dulwich Health Centre?

Patients would be able to see a GP or practice nurse in a modern purpose-built building, 8am – 8pm, 7 days per week, along with other health services which would be conveniently located in the same building.

Larger GP surgeries are able to employ more staff due to the way they are funded. This would mean that the new GP surgery would have the choice to secure a wider range of staff, including pharmacists and nurses, so more clinics for long term conditions and health checks could be offered for example.

There would also be more space for additional community health services to be provided from the same building. This means that patients who needed separate appointments with different services could organise their appointments more conveniently in one place to suit them.

5. What would happen to my medical notes?

Your medical notes would transfer securely to the new organisation providing GP services. You would not have to do anything. If you wish to register with another practice (not at Dulwich Health Centre) they would be transferred securely to the new surgery you have chosen to register with.

6. How will you choose the new organisation to provide GP services from Dulwich Health Centre?

We will run a formal selection or ‘tendering’ process in a fair and transparent way. We want to ensure that decisions made are in the best interests of patients, staff and taxpayers. Patients will be involved in the selection process.

7. What is the timeframe for the changes?

We would like to start looking at arrangements for the new contract in summer 2018 and will inform patients of the new provider no later than January or February 2019. We hope that the new practice will be able to open at the Dulwich Health Centre in April 2020, although the contract with the new organisation will start in April 2019 at your existing surgery.

8. Why are you telling patients now?

Having made our proposal, we now want to talk to patients and stakeholders to see what you think. Your views are important and will be taken into account when we propose the service model.

9. Can I register at other local practices?

Patients are able to change their GP surgery at any time. If you do not wish to receive GP services at Dulwich Health Centre in future, you can register at another nearby practice. If you wish to change your GP surgery, you can find information about other local GP surgeries on the NHS Choices website at www.nhs.uk. You will need to confirm with the practice of your choice that you live within their catchment area. Practice staff should support you through the registration process.

10. How do I make my views about this proposal known?

The CCG wants to make sure that your views are taken in to account. We would like to hear what you value about the current service and what you would like to see improved.

Patients were invited to a patient information session on Thursday 22 March, 6.30pm at Dulwich Hospital, East Dulwich Grove SE22 8PT where they learnt more about the process and put forward ideas and suggestions. We will also explained how patients can be involved in the organisation selection process.

Patients will be able to complete a survey which will also be available from your GP practice and on the internet when this is finalised in early May. We will send out text reminder messages when this is available.

11. Where can I get information?

If you would like support to search for alternative GP practices, you can contact Healthwatch Southwark on 020 7358 7005 or visit www.healthwatchsouthwark.co.uk