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| Parkwood Family PracticeDr S T Selvan MB.,BS., DRCOG., LRCP LRCS LRCP&S  |   |

FREQUENTLY ASKED QUESTIONS REGARDING MERGER BETWEEN ORCHARD FAMILY PRACTICE & PARKWOOD FAMILY PRACTICE

**Summary**

We hope that by merging the two practices together we can make better use of our staff and resources. Services in both practices will remain operational and uninterrupted. We will continue to offer high quality care to our patients and we hope to expand our services including spirometry and phlebotomy as well as looking at other services that we can provide.

**When will the merge take place?**

The merge will take place on the 28th April 2025.

**Opening Times**

Our opening times are both practices will remain the same. We will be open between 8.00 am – 6.30 pm Monday – Friday excluding Bank Holidays.

**How will the merger affect access to appointments?**

Your access to appointments will not be affected. Both practices use E-consult as our online consultations for same day emergency help. We will keep our own telephone numbers for the time being, but may look into a single telephone system in the future. We will, to start with, continue to offer patients an appointment at their own Practice site but should specialist services be offered at one practice, we would ask the patient to travel. We do not intend to stop any services.

**Will this affect how I get my medications?**

No. You will still be able to request and access your medications in the usual way except that we are requesting that pharmacies do not order medication on behalf of patients and this includes online pharmacies. This is in line with many local surgeries and patients should order their own medication.

**Where are the practices now located?**

There will be no change to the current practice locations.

· Orchard Family Practice, The Red Suite, Rainham Healthy Living Centre, 103-107 High Street, Rainham, Kent, ME8 8AA

· Parkwood Family Practice, 119 Long Catlis Road, Rainham, Kent, ME8 9RR

**Will the Practice name stay the same?**

We may change the Practice Name, but this has not been decided yet. For now each site will remain known as it is.

**Will I have to travel further to see a GP?**

We will try our best to continue offering routine and urgent appointments at the surgery where you are currently registered, but in the future you may be offered an appointment at either practice. However, for specialist services such as spirometry, phlebotomy you may be asked to travel to one location

**Can I still see my regular GP or healthcare professional?**

Yes where possible, the merged practice will have staff who arrange appointments and will review the notes before booking to ensure a patient is booked with their regular clinician for continuity of care.

**Will my feedback be listened to?**

Yes. We really value the views of our patients and stakeholders. We want to provide the best level of care to meet the demands of our patients and community. Please contact us via email to express any further concerns or share any constructive feedback, or to pass your best wishes!