

THE CANNON HILL LANE MEDICAL PRACTICE

PATIENT NEWSLETTER DECEMBER 2014

THE CHURCH LANE MEDICAL PRACTICE



EXCITING NEWS - THE MOVE TO THE NEW NELSON HEALTH CENTRE

Welcome to the first joint Cannon Hill Lane & Church Lane

Patient Newsletter

We are very pleased to announce the forthcoming move to the beautiful new building that is the Nelson Health Centre, on Kingston Road and will be our home from Spring 2015.

Plans for the redevelopment of the Nelson Hospital site have been discussed repeatedly over the last 20 years at least and, until recently, with a frustrating lack of success.

Happily The Nelson Hospital is now nearing the completion of its re-development as part of the "Better Healthcare Closer To Home" programme with the support of the local NHS. As part of this development two local GP practices, The Cannon Hill Lane Medical Practice and The Church Lane Practice, took the decision to move from their current premises to the new building. As we have been working together in preparation it has become clear that the potential benefits of the move will be more readily realised if we aim to join together and operate as a single organisation. The plan is for both practices to move to the newly re-developed Nelson Health Centre in April 2015.

The Nelson Health Centre will also accommodate a wide range of additional health services which will work not only with the new practice but also with other practices throughout Merton.

These services will include acute outpatient services, to be provided by St. Georges Hospital Trust, community services such as physiotherapy, adult mental health services and a range of diagnostic services including radiology, ultrasound, ECG, and phlebotomy.

The prime objective is to provide as wide a range of health services as possible that are more accessible to the people of Merton. This is consistent with the local aims of the Clinical Commissioning Group (CCG) and the wider aims of the NHS to reduce dependence on large acute hospital services and to provide appropriate services both to promote health and to support the growing number of patients with long term conditions.

The need for this major change has been driven by a number of factors.

GP services have to change to meet the needs of a changing patient population. The population is ageing, and there are more people with multiple long term conditions and frailty. Patient expectations are changing and there is a pressing need to improve accessibility and methods of communication with patients. We believe this will be better achieved with a larger, unified practice which will have the ability to use the skills that currently exist within both practices for the benefit of patient care. It will enable us to train and develop clinicians in new ways of working towards a more person centred model of care, while also investing in IT and other infrastructure to improve quality and improve services.

The Church Lane site was modernised and increased in size in 1992, providing more clinical and administrative space and allowing for an expansion of clinical services. By 2014 the site was so cramped that the practice are renting a satellite site with four additional clinical rooms at the Patrick Doody Clinic. None of the rooms at Church Lane meets modern specification as they are small and cramped. Office staff work in cramped shared accommodation and teaching facilities are severely restricted.

The site in Cannon Hill Lane has also undergone phases of redevelopment development in the 1990s and latterly in 2005. The current premises no longer allow for further expansion or provision of more sophisticated services for patients.

Both practices will be severely constrained by their buildings if they are to provide 21st century care which meets the standards increasingly expected by the public they are serving.

The amalgamation of the two practices in a purpose built building will help us all to realise our aspiration to provide better, more integrated, services for patients. An expanded administrative staff with the ability to cross cover will ensure more efficient access for patients when seeking advice and help from the practice, both in routine and in urgent care. We will be able to service more telephone lines and computer terminals, which will improve accessibility in the new practice.

One of the greatest benefits to patients will be in the provision of a wider range of clinical services. This will include a number of dedicated clinics for the management of long term conditions such as diabetes as well as traditional GP services for adults and children which are still essential for the delivery of GP care.

We intend to take every advantage of the benefits of being co-located with other services on the site. Diagnostics will be an essential part of the new service and is an aspect of care which patients and patient groups are eager for us to provide.

The presence of mental health services gives us a special opportunity to raise awareness of mental illness and to enhance the degree of co-operation that we can expect with our mental health colleagues on a daily basis. Similarly we expect to have great opportunities to develop formal and informal links with hospital colleagues on the site. This will enhance informal learning and advice but also presents opportunities for the development of formal links in certain specialties e.g. in diabetes care where a true multidisciplinary team is a real possibility.

We are sure patients will have numerous questions and we will endeavour to answer as many as possible here, however if you have any questions at all please drop us a note at either practice and we can include them in the next newsletter which we hope will be around February 2015.

Q. When will you be moving to the Nelson Health Centre site?

A. It is envisaged we will be moving in around April 2015. Once we have a definite move date we will be writing to all our patients to inform them.

Q. How will the two practices work together in the new building?

A. It is the intention to form one new organisation bringing the best from both practices to provide excellent patient care and services.

Q. What will the new organisation be called?

A. The new organisation will be called "The Nelson Medical Practice".

Q. Will I still be able to see the doctor or nurse I normally see?

A. Yes all the doctors and nurses from both surgeries will be in there and this will provide patients with a much greater choice of who they can see.

Q. Will how I get my prescriptions change?

A. No, how you request your repeat prescriptions now will still be the same following the move.

Q. Will how I contact the practice change?

A. There will be a change of phone number but initially you will be able to dial the old number and get a message giving the correct number to call. Once we know what the new number will be we will advertise it as widely as possible to all our patients in plenty of time before the move.

Q. I have been a patient at the practice for many years and know the receptionists well. Will the staff I am familiar with still be there?

A. Yes, indeed you will see the same familiar faces, along with some new ones, behind the reception desk.

Q. Will it be easy to find my way around the new building, it looks very big?

A. We are doing our best to ensure signs are clear and there will be colour coding to help make it easier too. In the first few weeks we hope to have people on hand to help everyone find their way about and point patients in the right direction.

Q. Who else will be in the building?

A. There will be other service providers working in from the building, diagnostics such as X-Ray, ultrasound and blood tests, physiotherapy and some ophthalmology outpatient services for example

Q. Will I be able to park?

A. We are currently awaiting an update on the transport plan for the site and more details will be available in the near future.

It is an exciting but busy time for both practices in preparation for the move and forming the single organisation. Both practices are committed to making the patient journey as smooth as possible and hopefully, other than wonderful new surroundings, we hope patients will feel little or no interruption in the services they receive.

If you have any questions about how the move or suggestions on how the practices communicate further developments to patients please drop a note to either:

Mrs A Kirk – Practice Manager at Cannon Hill Lane Practice

Or

Mrs L Bradley – Practice Manager at The Church Lane Practice

*NB

Merton Clinical Commissioning Group (local CCG)- is responsible for planning and buying healthcare services for the people who live or work in the borough.

They are made up of local GPs and health professionals who are best placed to know the right services for the local population. For further information about the MCCG please visit their website; <http://www.mertonccg.nhs.uk/Pages/default.aspx>