Access

**Q. Will there still be the same number of appointments available at my usual practice?**

**A.**We aim to keep the same number of appointments as previously. Merging the practices will enable us to look at increasing provision. It will allow us to look at how efficiencies are created. We would hope that this will offer our patients a better choice of appointments.

**Q. Will I still be able to get an appointment at my usual practice?**

**A.** Yes. You can get appointments at your chosen site as usual. You could be offered an appointment at another site if this is easier for you. This may be helpful for an acute urgent problem. We will always encourage continuity with the same clinician if it is an ongoing problem.

**Q. Will I still contact my practice on the usual telephone number to make an appointment?**

**A.** The existing practice telephone numbers will remain the same. You will contact your practice as you have always done.

**Q. Will I need to re-register with the practice?**

**A.** No. You do not need to do anything. You will remain registered with your practice.

Continuity of Care

**Q. Can I still speak to my regular GP or team member such as a practice nurse, paramedic, or physician's associate?**

**A.** Yes. You can still speak to your usual clinicians. You will see no change in practice. Our values are that patients should have clinical continuity with an ongoing problem as much as possible. Seeing the same clinician is a priority for us.

**Q.** **What benefit will I see?**

**A.** Being a bigger practice will help us be more resilient to changes in staffing and demands on primary care services.

Staff

**Q. Will the reception and clinical staff be affected by the proposed merger?**

**A.** All staff will remain the same. They will continue to provide business as usual at their current site. Being a part of a larger practice will increase resilience across all sites.

Opening Hours

**Q. Will the practice opening hours remain the same?**

**A.** Practice opening hours will continue as normal unless the central government or NHS dictate otherwise.

Practice Services

**Q.****Will I see any change to the services currently provided at the practice?**

**A.** We do not plan to change the services provided at each practice. As the practices provide different services on different dates, patients will be able to choose from a wider range of appointments. This will create greater flexibility.

Community Services

**Q. Will the proposed merger affect the care of patients who are housebound?**

**A.** Community nurses and other healthcare practitioners will continue to work closely with the practices as normal and be provided by the same teams.

**Q. Will there be any change to the service we receive from community midwives or health visitors?**

**A.**Midwives and health visitors will continue to work with both practices. They will continue to provide care to our expectant mothers and young children.

Prescriptions

**Q. Will I still be able to use my usual pharmacy for my prescriptions?**

**A.** Prescriptions will continue to be managed in the same way. You will still be able to use your preferred pharmacy or dispensary service. We continue to encourage all patients to use online services for repeat prescriptions. If you would like to change your nominated pharmacy, you can do so by speaking to your practice directly.

Online Services

**Q.** **What will the new name be of the merged practices?**

**A.** The practices will be known as:

* NPC North Tyneside – Park Parade
* NPC North Tyneside – 49 Marine Avenue
* NPC North Tyneside – Spring Terrace
* NPC North Tyneside – Nelson

**Q.** **Will I need to re-register with Anima and/or the NHS app?**

**A.** No. You will remain registered with Anima and the NHS app.

Other

**Q. Do the practices currently have a relationship with each other?**

**A**. Yes. All four practices are members of Northumbria Primary Care (NPC). NPC is a not-for-profit, at-scale provider of primary care services in Northumberland and North Tyneside. You can read more about NPC by visiting www.northumbriaprimarycare.co.uk.