

Ball Tree Surgery



September 2017

Merger between Ball Tree Surgery and Kingfisher Family Practice

Dear Ball Tree Patient,

We are writing to inform you that after careful thought we have taken the decision to merge with The Kingfisher Family Practice in Lancing, and as of 01 October 2017, the two GP practices are coming together to form one single surgery.

We are keeping the name 'Ball Tree Surgery' and will operate over both sites – Western Road in Sompting and the Kingfisher site in Lancing.

Once the merger has taken place your normal phone number will stay the same on 01903 752200, and the current team will still be available at the Sompting surgery site.

For you this will mean very little change, and actually what we hope is that there will be benefits for all of our patients. We believe that coming together as one larger GP practice will mean that there are opportunities for our patients and for our staff, for example the chance to develop a wider range of services that we can provide to you from the surgery buildings.

We are working very hard to make sure there is a smooth transition and to keep the impact of the merger on all of our patients to a minimum. In order to bring the two GP practice's clinical systems together, there will be no access to our computer system from Friday 22nd September to Monday 25th September 2017. We apologise for the inconvenience.

In order to answer any questions you may have, we are making a new practice leaflet with reminders about the ways you can book appointments, request repeat prescriptions, and contact the GP practice. We will send an email and text to let you know when this is available on our website **www.theballtreesurgery.co.uk** In the meantime please see below some further information which will hopefully answer any questions you may have at this stage.

We want to take this opportunity to welcome all of our new Kingfisher patients to Ball Tree Surgery. We know there is a lot of national and local media stories about the pressure on GP practices, and the difficulties people may have getting a GP appointment. We are confident that this merger will not put pressure on appointments, and you will continue to be able to get the help and support you need. If you do have any concerns please speak to a member of our team.

On behalf of all the team at the practice,

Yours faithfully,

Drs Schofield, Emmanuel, Chowdhury and Goossens

Useful Information and Frequently Asked Questions:

Booking Appointments

- There is no change to the way you book appointments.
- You can call us in the morning to make an urgent on the day appointment. Please call from 8:00am. If you need an urgent home visit, please try to call, where possible, before 10:30am.
- If you are given an urgent on the day appointment, this will not be at a set time and you will need to come to the surgery and wait for the doctor.
- Pre-bookable appointments with a doctor are available online for all non-urgent, routine and non-urgent matters. By using the online system you have the same access as our reception team.
- You can also call for non-urgent matters. Please try to call us after 2:00pm if you would like to book one of these appointments or find out about test results.
- Please try to use these pre-bookable appointments for routine matters, rather than urgent on the day appointments, as usually it is better to see the same doctor for ongoing care.

Repeat Prescriptions

- You can continue to order your repeat prescriptions in the same way for now.
- We are encouraging all patients to sign up for paperless prescriptions – known as **EPS Electronic Prescription Services**. You can sign up at your local pharmacy and this service means that when you put in your request for repeat medications, the completed prescription will be sent electronically by the practice to your preferred pharmacist. You do not have to pick up a paper prescription and take it to the pharmacy yourself.
- There are some prescriptions that are not suitable for the EPS and these ones will continue to be printed. Your pharmacy will be able to advise you and give you more information.
- Going forward we may start to process all prescription requests at a single site (either Kingfisher or Ball Tree site) and you may be asked to collect your prescription from there if you are not registered for the EPS service.

Online Access

- If you currently access online services, this will continue to be available to you after the merger on 01 October 2017.
- If you wish to register to use our online services, you will be able to do so after 20 October 2017.

Keeping In Touch

- It would be helpful if you could update us with your current mobile telephone number and personal email address. This will help us to keep in touch with you, as an alternative to sending as many letters through the post.

****Flu Vaccinations****

- Flu clinics will be running on both sites for all patients that are eligible for the free seasonal flu vaccination. Make sure you are vaccinated. Book your appointment today.

New Patients

- Our patient list is open and we welcome new patient registrations.

Please keep an eye on the website for new changes and up to date information.