



September 2017

Merger between Ball Tree Surgery and Kingfisher Family Practice

Dear Kingfisher Patient,

We are writing to inform you that after careful thought we have taken the decision to merge with Ball Tree Surgery in Sompting, and as of 01 October 2017, the two GP practices are coming together to form one single surgery.

We are going to move forward under 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 telephone number will stay the same, so if you want to book an appointment at the Kingfisher site, please continue to call the team on 01903 768348.

We are confident that this merger will mean benefits for all of our patients. For example, we will have regular doctors working at the Kingfisher site that may become your named GP, there will be more appointments available, and our team will have more support working as part of a wider GP practice.

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.

As the new GP practice team, we want to take this opportunity to welcome you as a patient to Ball Tree Surgery and will continue to provide you with the high standard of care to which you are accustomed. We do however ask for your patience during the first few weeks, as this will be an extra busy time across both sites.

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.

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

- **From 01 October 2017 the appointment system will change to become the same as for current Ball Tree Surgery patients. Please see the details below.**
- 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.
- Appointments for non-urgent matters may not be on the same day as you contact us.
- 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.

Online Access

- If you currently access online services, unfortunately your online access will stop working during September as we move to the Ball Tree Surgery system.
- We are very sorry for any inconvenience this may cause.
- You can re-register for online access after 20 October 2017 and you can re-register at either the Ball Tree or the Kingfisher site.

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.

GP Changes

Dr Gobrial will be leaving the practice in September 2017, but there will be other GPs joining the surgery to cover his sessions.

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.