

Question	Answer
Why merge?	We want to continue to improve the quality of care we offer, to embrace the demands placed on us and advance the services we offer to you, our patients. It is only possible for us to do this in the future as a larger organisation. Some services can only be delivered at scale and it allows us greater negotiating powers with the local Hospital Trust and the Clinical Commissioning Group.
When will the mergers happen?	1 <sup>st</sup> October 2018
What will the practice be called?	Melrose Surgery - Eldon Road Branch
Are you going to change the practice boundary?	The practices' current boundaries overlap so we do not anticipate a change but a merger of the two.
Will either Eldon Road or Melrose surgeries close?	No, we do not have plans to close either site.
Does this mean I won't get to see my usual doctor?	Doctor Mathew will continue to work at Eldon Road for the foreseeable future. You will be able to see Doctors at the both sites also lady doctors will be available for you to see at Melrose giving you more choice & accessibility to see a Doctor.
Will there be more demand for appointments, making a longer waiting time?	No, we will offer the same exceptional access to our clinicians with same day surgeries triaged by our team and pre-

Eldon Road Surgery

	<p>booked routine appointments with all doctors and the nursing team.</p>
<p>Does this mean I won't be able to get through on the phone?</p>	<p>We will continue at present with our Eldon Road telephone number. We do not anticipate any additional waiting time for calls to be answered.</p>
<p>What extra services might you provide?</p>	<p>We have not yet finalised any plans for additional service. We are however aware that there is a big push from the government in their 'Five Year Forward View' to have a wider range of services available in the primary care setting. This will benefit our patients going forward and we will work together as a merged practice to shape our future.</p>
<p>Will this change the friendly nature of the practice?</p>	<p>The partners in both practices share a similar ethos and understand the importance of offering a warm, welcoming and friendly environment to our patients. They also believe in investing in a great practice team to help deliver this.</p>
<p>How will we be communicating our plans?</p>	<p>We have both electronic and printed information, which we distribute to our patients. We will send out communication by email where possible and ensured there are information sheets available within the practice. We will publish on our websites</p>