

## Briefing note 07

## **Update briefing note regarding Dr Patel's withdrawal from Broadway surgery and his merger with Woodlands Family Practice**

This briefing note seeks to update councillors on the two month engagement period Dr Patel's practice undertook around their proposal to withdraw from the Broadway site and merge with Woodlands Family Practice in Gillingham.

Dr Patel's practice is a single-handed practice with around 1,560 patients in Broadway, Gillingham. The premises are residential and there is difficulty in expanding or modifying the building because of planning permission restrictions. Dr Patel plans to retire in three to five years' time and therefore, after careful consideration, he is proposing to close the premises in Broadway and merge his practice with nearby Woodlands Family Practice to give his patients the opportunity for long-term stability of care.

This would enable him to see patients at the Gillingham or Rainham branches of Woodlands Family Practice. Dr Patel's list comprises patients from both Gillingham and Rainham, which would allow them more flexibility and better meet their needs. Dr Patel's surgery in Broadway is more than a mile from Woodlands Family Practice's Gillingham site.

Following the HASC meeting in December, the practice wrote to all Broadway patients, outlining the proposal and their opportunities to get involved. Sixty nine patients attended the three drop-in sessions at the surgery. The practice has received correspondence from 16 patients.

Woodlands Family Practice also held four open evenings at its Gillingham site so that patients could look around the new site, should they wish to stay registered with Dr Patel after the merger. Patients attending these open evenings were pleased with the facilities the practice offer and liked the modern premises. Patients were particularly grateful that Dr Patel was continuing to operate from the Woodlands Family Practice site, so that their transition of care would be smooth.

### **Feedback from patients**

Patients understood the reasons for the change and appreciated that Dr Patel would still be practising, but from the Woodlands Family Practice site. There were no objections from patients around the proposal to close the Broadway site and merge with Woodlands Family practice. Other queries, which have all been addressed, were around how various services will be accessed:

- repeat prescriptions;
- making appointments;
- where to ring;

- new patients check;
- registrations at Woodlands Family Practice;
- how their records will be transferred;
- members of the staff transferring to work at Woodlands Family Practice;
- How to change GP.

Several patients asked about parking at Woodlands Family Practice and were reassured that the practice has onsite parking with further parking on the road.

### **Next steps**

Following the positive engagement exercise, the practice will continue with plans to withdraw from the Broadway site on 28 February 2013 to begin operating from Woodlands Family Practice. Following this, as detailed in the letter to patients, they will have a choice to be seen by Dr Patel at the Woodlands practice at either their Gillingham or Rainham sites.

The practice will continue to monitor patient feedback and ensure that any issues raised are addressed.

Contact details:

### **Fiona Gaylor**

**Associate - Communications, Engagement and Public Affairs (Engagement)**

**KMCS**

**50 Pembroke Court, Chatham Maritime, Kent, ME4 4EL**

**01634 335173**

**07415 331585**

**Email: [fiona.gaylor@nhs.net](mailto:fiona.gaylor@nhs.net)**