

Thank You!

From the Good Practice & Earl's Court Surgery

We would like to thank everyone who has taken the time to respond to the patient survey on the proposed merger of the Good Practice and Earl's Court Surgery in April 2021.

Guided by You

If you haven't responded to the survey yet there is still plenty of time. Your opinions on the proposed merger are very important to us. So please do get in touch.

Both teams at the Good Practice and Earl's Court Surgery are working together on this project to enhance services for all our patients and we value your ideas and suggestions.

What You told Us

YES to the proposed merger

The majority of patients at the Good Practice and Earl's Court Surgery said they would support a merger of the two practices.

The Good Practice – 81%

Earl's Court Surgery – 97%

Would you be happy to be seen at the Good Practice or Earl's Court Surgery in order to be seen by the most appropriate health care professional for your condition?

YES

75% of respondents at Earl's Court Surgery said they would be happy to be seen at either surgery if it was appropriate.

Just under half of respondents (47%) at the Good Practice said they would be happy.

We are acutely aware that some patients are nervous that they will be asked to move practices or will not be able to stay with their GP of choice.

Both practices are committed to all patients retaining their doctor of choice. So, if you are a patient with Dr Hammond you will remain with him.

If you are a patient with Dr Adib or Dr Emiliani you will remain with them.

Do you support our aim of delivering more services and improved appointment systems to help patients access services at the right time?

YES

The majority of you said yes to this question.

The Good Practice – 72%

Earl's Court Surgery – 85%

A third of all respondents at both practices were keen to have more choice with the appointment times (extended hours/early morning/late afternoon)

A quarter of all respondents at both surgeries would like to see more variety in the types of appointments offers (telephone/video/face to face)

These responses correlate closely with the feedback both surgeries received from the 2019 GP Patient Survey. We looked closely at this area when assessing the merits of a merger and feel strongly that by joining forces we will be able to offer more appointments for more patients on the telephone, video and face to face.

We will also be offering appointments at extended hours with evening surgeries at both practices for your convenience.

Your Voice Makes a Difference

Location

Concerns have been raised from patients particularly those with a disability and those who are elderly about being asked to move to another building.

We understand that many patients will want to stay with the practice they are with because it is close to their home and very convenient. **Please be assured ALL patients can stay with their current practice and GP.**

We understand that it is very important for many of our patients who have been with us for a long time that change can be frightening. The Good Practice and Earl's Court Surgery will not change their locations. You will still go to the building you know and see the same staff on reception. There will be some exchange of staff to enhance services, but you will always be able book an appointment with your own GP.

LGBTQ Plus Patients

We received a comment from a patient concerned that the merger will not be as transgender friendly as the surgeries are now.

Both practices are fully committed to continuing to offer a LGBTQ Plus friendly surgery. We believe it is your right as our patient to be treated with the same respect and care as everyone else.

More Services

A number of you raised concerns about services being diluted and the relationship between patient and doctor being eroded.

We appreciate that a merger will bring changes and a larger patient population. However, our aim is to improve services for all our patients at both surgeries whilst retaining the strong relationships we have built with you.

We do not want to lose this. As clinicians and practice staff our ethos is trust, respect and care for our whole community, and this will continue.

Of course, from time to time we will have locum doctors working with us but we aim to keep this to a minimum. We appreciate many patients want to see their own doctor.

The Next Step

Thank you again for taking the time to send in your feedback. We are on this journey together and we assure you we are guided by our patients. Please click on the surveys below to take a closer look at the responses from each survey. We will keep you updated at all times (via the website, SMS messaging, newsletters and via our PPGs) about the next step in the process.. via the website, SMS messaging, newsletters and via our PPGs.

With kind regards,

Dr Hammond – The Good Practice

Dr Adib and Dr Emiliani – Earl's Court Surgery.