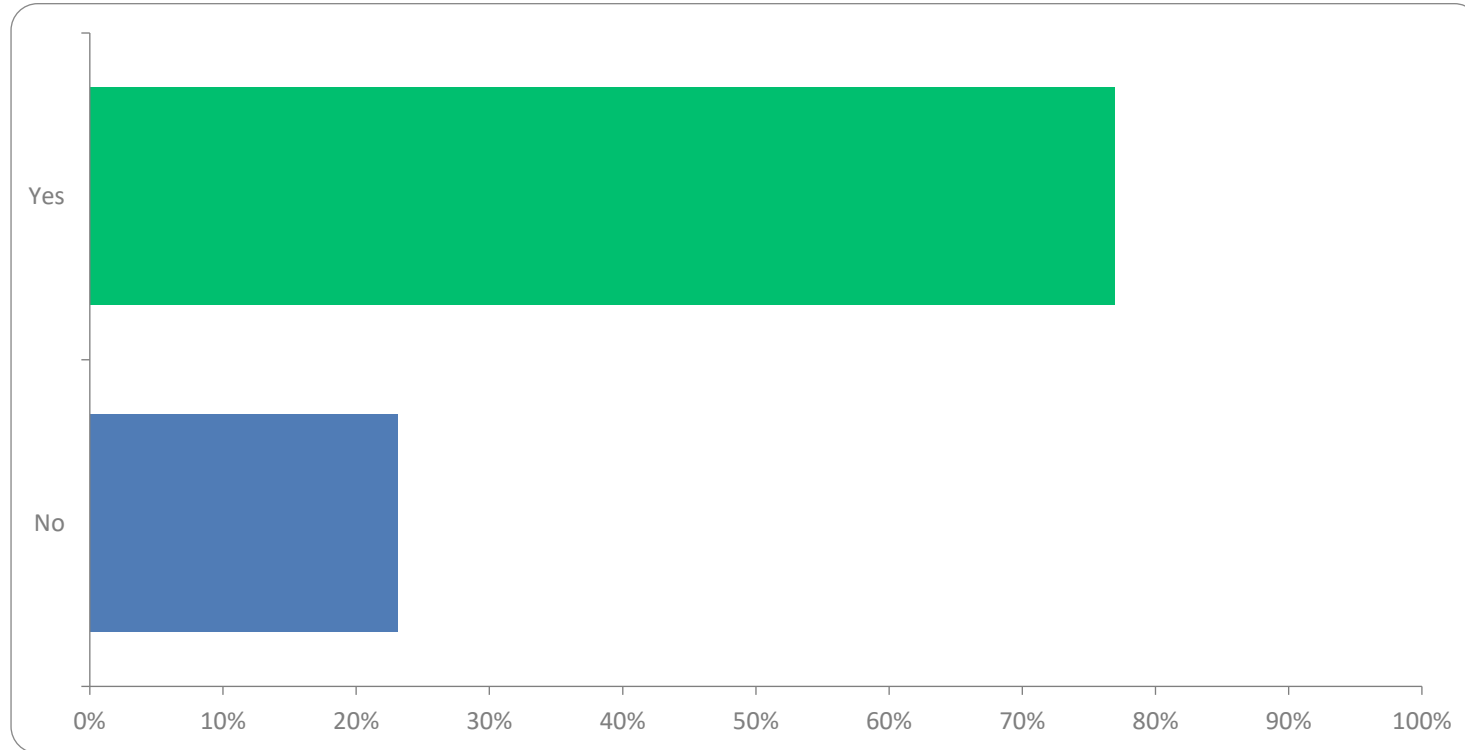


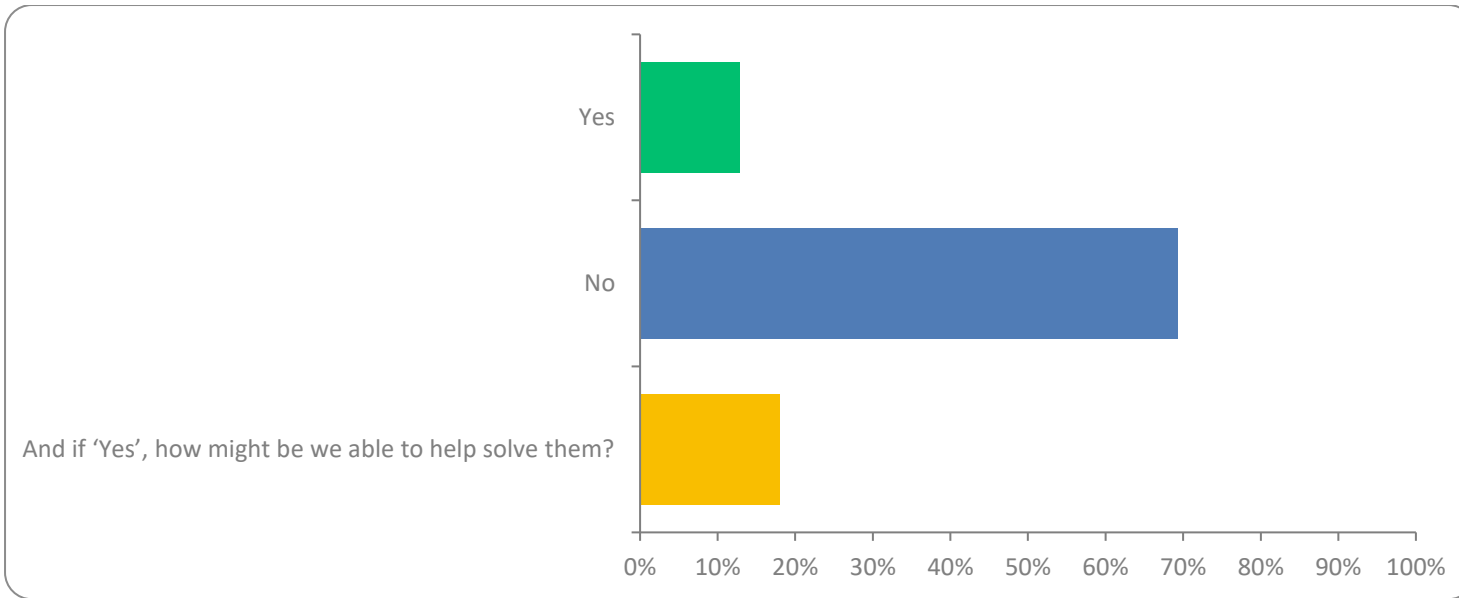
## The Alexandra Practice & Princess Road Merger Patient Engagement

We have listened to and reviewed your thoughts and concerns regard our proposed merger. The overall outcome from The Alexandra Practice patients is positive. The results are summarised below:

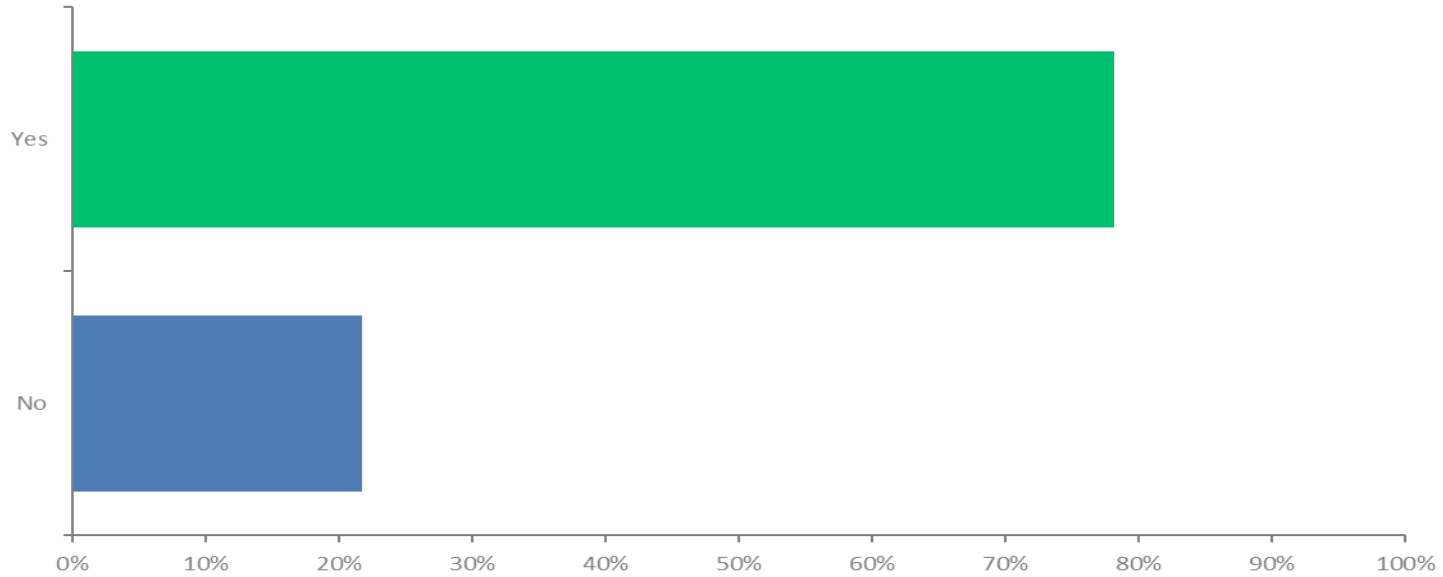
**Do you understand the reasons why The Alexandra Practice & Princess Road Surgery are proposing to merge together? (Please tick only one box)**



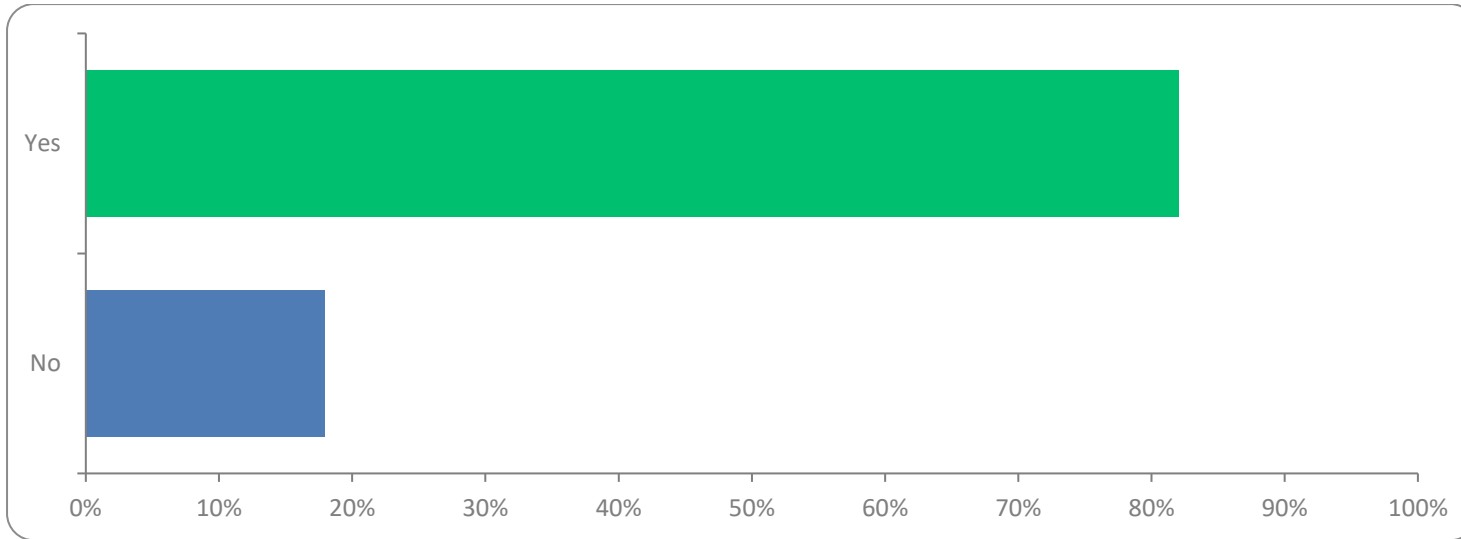
**If the practices were to merge, would this create any challenges for you in accessing your health care?**



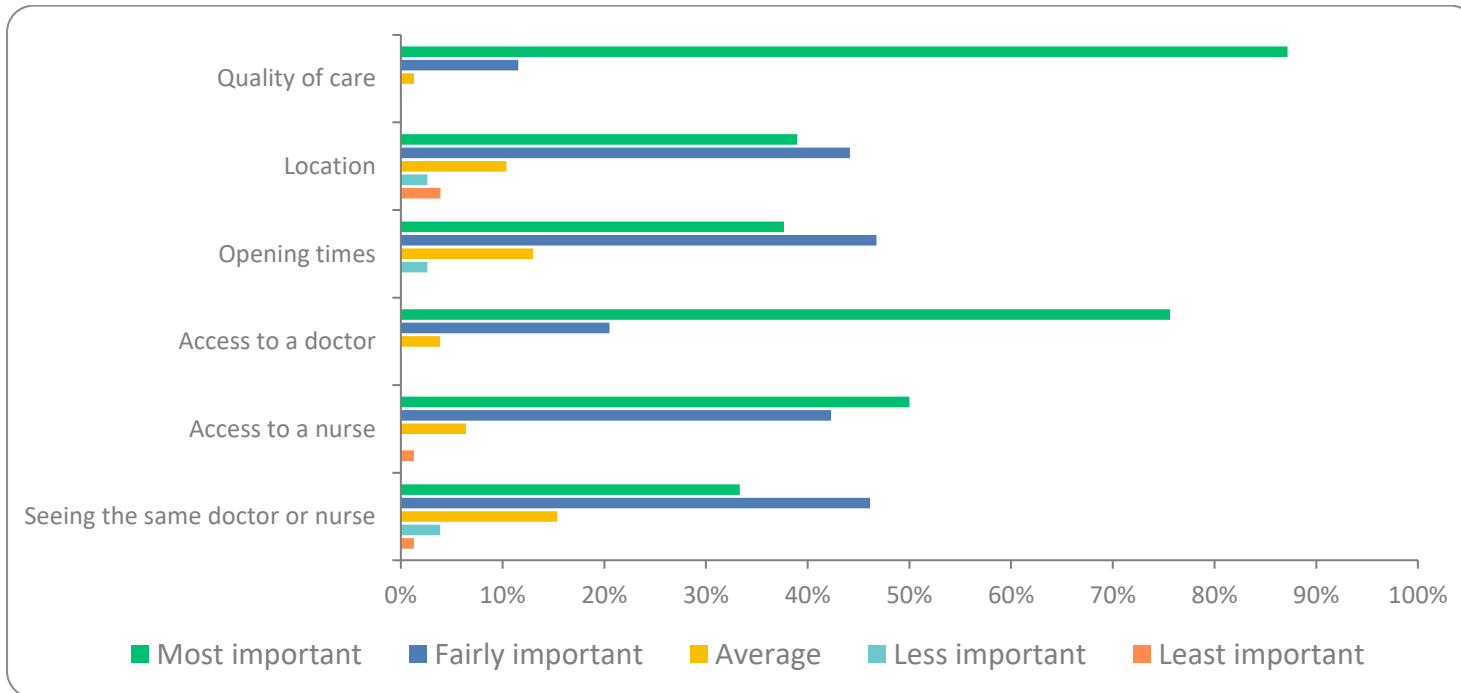
**Merging of the practices would create more doctor appointments at both sites. Would this be important to you?**



## Merging would increase the availability of nursing appointments. Would this be important to you?



## Please can you rank the following from most important to least important



We can see that quality of care and access to a doctor are the highest priorities for our patients. We believe that by merging we can build on existing good practice and good care at both Practices. We will ensure access to a doctors and nurses by making effective use of our resources and by using the appropriate clinician for the care required. We will be increasing provision at both sites and pooling staff together to ensure resilience. We also have associated staff who will increase their working hours once we have a larger Practice population, meaning an overall increase. We will also be able to increase the provision of the additional roles across both sites such as Physiotherapist and Pharmacists. We are confident that services are already good across both sites in line with our CQC inspection outcomes and will sustain this quality during and after the merge.

Below we have out lined some key reassurances and important information in response to the comments received:

| Patient Feedback  | Our reassurances to you  |
|---|--|
| <p>To save money<br/>-----<br/>This is yet another way of reducing patient access to medical staff. Cost cutting by accountants<br/>-----<br/>I assume this is of financial benefit to both practices. I hope it does not impinge on geographic distance to travel<br/>-----<br/>Not clear as why you need to merge? Doctors not making enough money? Want to work less? Please explain</p> | <p>The merger is in no way associated with saving money, it will in fact cost more initially. The merge is to improve the continuity and services provided to both Practice populations whilst safeguarding our future provision for patients and staff</p>  |
| <p>I don't like the idea of merging as I think patient care may reduce and not be as personal as it has been<br/>-----<br/>I am apprehensive that the surgery will be unable to offer the same individual care that I currently have</p>  | <p>Contrary to this the merge will actually increase care provision and ensure care remains personal. By merging and pooling our resources together we plan to ensure consistency and avoid the need to rely on locum doctors</p>  |
| <p>None, I am mostly just interested in whether this will change things for me</p>  | <p>At first patients will not notice any changes, we plan to slowly introduce cross cover for doctors at both sites this will initially be doctors from The Alexandra Practice helping to increase GP appointments at Princess Road. Patients can still request to see a preferred doctor. Any other changes will be very gradual, and patients informed every step of the way</p> |
| <p>I feel it's a positive move forward that will benefit us all</p>   |  |
| <p>Sounds like a good business decision, offers patients more choice</p>  | <p>One of our aims is to increase patient choice across the two sites but this will be gradually introduced</p>  |
| <p>I don't want it to happen<br/>-----</p>  | <p>We would need more information in order to help with these comments, please do get in touch to let us know any concerns you have</p>  |

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| <p>I have mixed feelings about the merging of the practices<br/>-----<br/>I don't want my practice to merge<br/>-----<br/>Very bad idea<br/>-----<br/>I am not sure if this will benefit the patients<br/>-----<br/>Slightly concerned but hopefully won't see the affect of too many changes</p>  |   |
| <p>Access to a greater pool of health professionals should reduce waiting times for appointments</p>   | <p>We will jointly have a bigger pool of clinical staff including Doctors, Nurses, Physiotherapists, Focused care workers, Pharmacists, Mental Health Professionals and administrators</p>  |
| <p>I have no concerns</p>  |   |
| <p>Will the Alexandra Practice remain at its present location?<br/>Will this affect getting appointments, and will appointments be difficult to obtain?<br/>-----<br/>.</p>  | <p>The Alexandra Practice will remain at 365 Wilbraham Road but we will hold one NHS Contract with Princess Road. Appointments will be obtainable as they are now with an increase in provision across both sites</p>   |
| <p>From my location access to the Princess Road Surgery would be very difficult. Access to GPS at Alexander practice has deteriorated in recent years and it seems there was not a good record for this at the Princess Road Surgery<br/>-----<br/>If it provides increased access to care, then it's a good thing, as long as it's not at the expense of being able to see our preferred doctor / nurse, at our preferred location<br/>-----<br/>I'm keen to continue to see my regular doctor. Appreciate the potential benefits for phlebotomy etc<br/>-----<br/>Ok as long as no detrimental impact on patient experience and I can still opt to attend the surgery closer to me. Do like having a regular GP but understand that in the current</p> | <p>We will not be asking any patient to travel to Princess Road when this is (in the future) an option it will only be if they choose to do so. The way we interact with patients has changed with the introduction of our dashboard (triage first) system, but we have found this actually increases provision for patients. If you are struggling with access, please let us know and we will make adjustments to the best of our ability</p> <p>We will seek further patient feedback as the merger progresses</p> <p>Patients will still be able to request to see a preferred GP of their choice just as they do now</p> |

context this is difficult, so important that I can still pick the surgery I attend

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From what I've read it means theres no changes except I have the opportunity to go to both surgeries, so there may be more appointments available. I don't want to receive appointments at Princess Rd else I'd have registered there

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I moved from Princess Road surgery after the poor quality of health care one of my family members received after a missed diagnosis of cancer and apathy of the doctors. I would be very reluctant to use any of their doctors

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Would be happier if some changes to making appointments were made. I really don't like the online system and prefer the pre-covid arrangements

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I'm not sure. Time will tell. Ask us again in 6 months. I guess one disadvantage is that the practices are not close to each other in distance or in the same area In the paragraph in your explanation, about the way in which we make appointments, you didn't sound confident that you would maintain the current mode of making appointments

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Not happy and can't understand why. Why will there be more doctors and nurses when there's more patients. How will we be able to ask for the doctor we want

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Hopefully will give us a better chance of being seen when we want to

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I'm sure it will be beneficial for staff. The Princess practice is too far for me to travel and not convenient

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Sounds a good idea. To uave access to more GPs and not have to wait. It sure seeing different GPs can hinder things. Found of late see a different GP and having to repeat

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| <p>history. Unable to build relationship. Can forget which surgery to go to.</p> <p>-----</p> <p>Sounds great- just as long as I won't have to travel more for services!</p> <p>-----</p> <p>I think with double the load of patients it will be more difficult to access Plus what if you need an appointment at the Alexander practice due to parking etc with a small baby but there is only appointments at the princess road surgery? I don't think it's accessible</p>  |   |
| <p>Quite happy</p>  |   |
| <p>It's better &amp; we can get seen to quicker</p>   |   |
| <p>Positive move for survival of both practices</p>   |   |
| <p>If the quality and attentiveness of care and reception stays the same, I have no objections</p>  | <p>This is definitely a priority for both Practice sites too</p>  |
| <p>This will be a rationalisation of service and I do not agree with that. In reality what improvements to service will there be? How will it stop the staffing crisis? How many doctors per patient ratio now in practice and on merger? The way in which this form is produced is biased see Q 6 and 7 - of course all will answer yes- the point is what evidence is there that a merger will provide better care rather than rationalisation Of care? It is not true to say there will be more doctors and nurses as a ratio to patient care, it were there would be no need for merger</p> <p>-----</p> <p>I'm unsure of how the merger increases the patients access to appointments etc. when the client base remains the same for both practices</p> <p>-----</p> <p>I am worried that standards will drop. The Alexandra Practice is great but I've heard really bad reports of Princess Road</p> <p>-----</p> | <p>We hope to improve the services we offer by increasing provision at both sites and pooling staff together. We are not experiencing a staffing crisis. We also have associated staff who will increase their working hours once we have a larger Practice population, meaning an overall increase. We will also be able to increase the provision of the additional roles across both sites such as Physiotherapist and Pharmacists. We are confident that care is already good across both sites in line with our CQC inspection outcomes and will sustain this quality during and after the merge. We are sorry if any patients do not agree with the survey format however that is why we enabled the free text space for comments which you have been able to utilize. The merger is not solely based on increasing staff to patient ratios there are many other factors such as skill mix, building resilience and building a larger base population in order to bid for services and new government incentives. Initially there will be no change to patients</p> |

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| <p>To get more options for Doctors and more dates for more appointments throughout the week</p> <p>-----</p> <p>Unsure. Princess Rd CQC reports are not as good as ours</p> <p>-----</p> <p>Don't think it's a good idea. Was at a practice before that had merged and it was for the worse. We subsequently left as it was actually risking the health of patients. Have not heard good things about Princess Road surgery. The Alexandra practice is well run and I fear standards will now slip when merged with a badly managed poorly performing surgery</p> <p>-----</p> <p>If the practice is will continue to operate as they do at the moment I don't see what the benefits are emerging. I don't see how extra doctor appointments will be created because resourcing will still be the same. I'm also worried that in time only one location will be used. I'm not convinced that a merger is in the best interest of the patient</p> |   |
| <p>Sounds fine</p>   |   |
| <p>I have no problem with it so long as the high standard of care and service that the Alexandra practice provides continues</p> <p>-----</p> <p>I don't mind as long as it doesn't affect how Alexandra Practice is run. The service is very good</p> <p>-----</p> <p>I am hopeful that it doesn't change or affect the great service I have received so far from the Alexandra Practice</p> <p>-----</p> <p>Pleased if it enables a better service. I have been impressed with the service of Alexandra Practice since I joined a few years ago. I cannot fault the staff and their helpfulness so hope the quality of service doesn't drop following the merger</p> <p>-----</p>  | <p>It is great to hear that you feel we offer a high standard of care, maintaining this, how the services are ran and keeping a personal care based approach are some of the key priorities within our merger plans</p> |



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| I'd rather they remain separate to maintain the exceptional person centred care that patients receive at the Alexandra practice from familiar doctors, practice nurse and other staff   |   |
| It sounds like it could be beneficial in theory so I am happy with the change. I would like for the practice to make sure they survey registered patients again once the merge has been in place for a while to find out how we are finding it. I trust you already have plans to carry this out in the future                  |   |
| Based on what was mentioned in the announcement, this sounds like good news of the merger and patients will be able to have the choice to call either surgery and get an appointment as appropriate required time. Also not have to sharing their medical concerns at the reception rather than the doctor/medical professional | It will still be necessary for our reception team to ask a few questions when completing contact forms or booking appointments for patients. We only ask for a brief overview however if patients wish to completely avoid this, we recommend patients complete the 'Get help' form themselves so reception do not have to ask. You can do this at:<br><a href="https://www.thealexandrapractice.co.uk/">https://www.thealexandrapractice.co.uk/</a> 'Get Help' |
| It should provide a good all-round service  |   |
| As long as it works I have no views   |   |
| It's fine as long as we can still see a Dr at the Alexander practice  | Yes, you definitely can   |
| I am hoping that this will be a positive for The Alexandra Practice for them to add to the already excellent experience I have already experienced since being registered with them   |   |
| It will be better   |   |
| Seems like a good idea to help spread the load of patients  | Building in more resilience within the teams at both sites is one of our key aims   |
| If it presents opportunities for greater access then that is positive   |   |
| It's good for both patients and clinic  |   |
| Asking for my opinion after telling me it is happening is a bit late. I have no real problems with it as long as the service is still provided at the Alexandra site  | We value patient feedback at all stages. Services will remain available at The Alexandra Practice   |
| Seems reasonable if it improves the service you can provide for patients  |   |
| I don't mind  |   |
| It's cool   |   |

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|---|---|
| It's very good for the patients, mostly due to bigger availability of the appointments, I'm very happy about the merge  |   |
| Very good   |   |
| Sounds like a good idea. My partner is registered with Princess Road and with both of our primary doctors retiring, this is really convenient since it provides us both with more options |   |
| Sounds like a good idea   |   |
| Not sure. I'm very happy with the current set up  |   |
| If it works and patients will have access to earlier appointments instead of having to wait weeks, that's great   |   |
| If helps patients that's good   |   |
| Understandable  |   |
| Sounds good   |   |
| I think it is alright. It seems there are no problems coming up   |   |
| Good idea   |   |
| It could be a good thing to attempt, as it may ease the load on either staff and increase the availability for patients   |   |
| If it helps to increase patient care and services it will be a good thing.  |   |
| If the GP and admin teams at both are in favour, so am I  |   |
| I've read all the FAQs and it all seems very positive   |   |
| Happy if it increases the number of appointments and provides easier working patterns for staff   |   |
| Great news I can still see my doctors and staff   | Yes of course, patients can still request a preferred Doctor or Nurse |
| It sounds good in theory, but I hope this merger is not conditional on contracting the practices with Operose Health, the US provider that was featured in a recent episode of Panorama.  | We can assure you that it definitely is not                           |

For more information on the proposed merger please visit: <https://www.thealexandrapractice.co.uk/>

We will continue to seek engagement and feedback from our patient populations during and following the merger process. Please feel free to contact us to give feedback at: <https://www.thealexandrapractice.co.uk/> or by calling 0161 860 4400.