
Patient Participation Group



GROSVENOR
MEDICAL
CENTRE 

Newsletter August 2017

Grosvenor Medical Centre and St James Medical Centre Merger Update

Dear valued registered patient please find below a merger up date as promised.

The merger is due to begin from 1st August 2017.

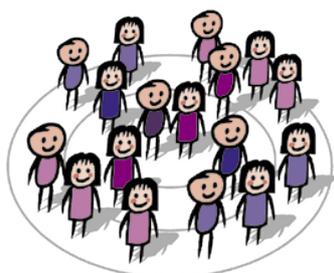
The name will be:- **The Grosvenor and St James Medical Practice.**

Recruitment of another Doctor is in progress.

All current registered patients of both practices will continue.

In the beginning, you will notice little change as both sites will continue to be used, however, as the technical and IT systems are amalgamated (which not be until later in the year) the expertise available in both practices will become available to the Doctors to use for the benefit of all patients. Our Doctors and Nurses will use both sites. This will mean that you may have the opportunity to be seen for your medical requirement at either site and you will be given the choice. We will keep you informed of the where and how when the time is right.

To facilitate this expanded service called “Signposting”, the receptionist will be asking you for a little more detail of your medical need. Let me assure you, the couple of extra questions added to the usual name and date of birth, will enable the receptionist to offer you the best possible available service. You will always be able to make an appointment with the GP of your choice if you need.



**My very best wishes to you.
Tony Whitehorn, Chairman**

Other News

1. Hospital Information

A new standard contract came into force on April 1st 2017. These are some of the points which will affect you if you are hospitalised.

- A. Hospitals to issue Fit Notes, covering the full period until the date by which it is anticipated that the patient will have recovered.
- B. Hospital Trusts to respond to patient queries for matters relating to their care rather than asking the patient to contact their GP. This would put an end to patients being told to “see your GP” for issues such as queries regarding hospital test results, treatment, investigations or administrative issues. The Provider must respond to patients and GP queries “promptly and effectively to such questions and that these are publicised using all appropriate means and deal with such questions themselves, not by advising the patient to speak to their referrer.”
- C. Hospital clinic letters to be received by the GP within 10 days from 1 April 2017, and within 7 days from 1 April 2018.
- D. Issuing medication following outpatient attendance at least sufficient to meet the patient’s immediate clinical needs until their GP receives the relevant clinic letter. This would address an increasing phenomenon of GPs being put under pressure to prescribe without relevant clinical information, and with clinical governance risks.



These changes are in addition to the requirements in the [16-17 standard hospital contract](#) which include:

- Results of investigations requested by hospital clinicians should be communicated by the hospital directly to patients.
- Hospitals should directly liaise with patients should they miss an outpatient appointment rather than ask GPs to re-refer.



Hospitals should make direct internal referrals to another department or clinician for a related medical problem rather than send the patient back to the GP for a new referral.

Should you require further clarification on the above hospital information, please address your questions to the PPG Chairperson at the Grosvenor Medical Practice who will respond.

2. PPG—Being Involved

If you have an interest in being involved in any way with the Patient Participation Group, again please let the Practice know and we will contact you.



3. Reminder

A reminder that the Practice is participating in the Friends & Family Test and asks that patients fill in a short questionnaire after they have seen anyone in the surgery.

These forms can be found by reception and dropped into the box provided, or can be filled in via our website home page (www.grosvenormedicalcentre.co.uk).

We thank you for taking the time to fill these in and appreciate any feedback we receive.
