



Rothschild House Group

rothschildhousesurgery.co.uk

Rothschild House Surgery | Little Rothschild | The New Surgery | Markyate Surgery

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ROTHSCHILD HOUSE GROUP – PATIENT UPDATE DECEMBER 2017

We are pleased to have this opportunity to update patients on developments within the practice since the merger with Markyate Surgery in June 2017 and on being awarded the contract by NHS England to provide services for The New Surgery from 1st October 2017.

Markyate Surgery

Markyate Surgery has now been under the ownership of the Rothschild House Surgery team for about 6 months. Inevitably, during these first six months there have been some big changes within the practice, most notably with regard to staffing: the retirement of Drs Sepai and Walters, and a change of the practice's computerised clinical system. This changeover was completed in early November and now Markyate is a branch site of the main practice in Tring. We believe that this heralds the beginning of a more settled time for both the staff and patients of Markyate Surgery.

A number of other changes have been made to services offered to patients. We now offer regular extended evening surgeries on Monday nights to accommodate the needs of the local population so that they may attend surgery outside of working hours. We also offer new clinical services to patients of this surgery such as Joint injections, In-house warfarin monitoring and Contraceptive implants. Patients also have access to other services such as Coil Fits, minor surgery and 24 hr BP monitoring at our Tring site.

We are moving ahead with our plans for a new surgery building and we would like to thank everyone who has been supportive of this. The current plan is to extend the surgery building in its current location and refurbish throughout allowing for an extra 2 consulting rooms on the ground floor, a patient lift and 2 or 3 extra consulting rooms on the first floor as well as additional administration areas. There are still a few hurdles to be crossed but we are optimistic that we will be able to proceed with this and are aiming for this project to be complete in 2019.

Rothschild House Surgery

We recognise that patients of RHS have felt the impact of these acquisitions and we would like to reassure patients that we will continue to provide the high level of care at Rothschild and Little Rothschild Surgeries for our patients in Tring and the surrounding areas.

Because of our merger with Markyate our patient list size has grown and our all our GPs have recently been completing a review of their lists to ensure we continue to provide safe and personalised care. In

order to cope with the additional patient load we have taken on three new GPs and we are currently writing to a large number of patients to advise of a change to their named GP.

Whilst this may be unsettling for some patients, this exercise has been undertaken because we are aware of the need for better access to your named GP and a shorter wait time for non-urgent appointments. With a number of our GPs working across multiple sites and services being offered to more patients, we feel that this has been the right time to do this. At the moment, no decision has been made on whether Rothschild House patients can be seen at The New Surgery and vice versa.

We understand that a change like this may be unsettling for patients and would be happy to review any individual concerns on a 1:1 basis. Please send all enquiries or comments to **patientservices.rhs@nhs.net** or address written correspondence to the Assistant Practice Manager.

The New Surgery

Rothschild House took over this contract from Herts Urgent Care at the beginning of October. This is an Alternative Provider Medical Services (APMS) contract, and, as such, operates on a stand-alone basis, that is, the lists cannot be merged with Rothschild. We are currently in the process of refurbishing the premises, to include a new ramp at the staff entrance which will improve disabled access. We will also change clinical systems at the end of November.

Due to additional responsibilities at The New Surgery, Dr Janet Crabtree will be sharing her patient list at RHS with Dr Stuart Caldwell. We will not be writing to Dr Crabtree's patients as both Doctors will be working closely together. Patients are advised to please book with either Doctor.

In Summary

The service we provide to our existing patients at Rothschild House Surgery and Little Rothschild Surgery will not change. The same system of every patient having a named doctor will continue and the number of appointments we offer has not changed. The same doctors will continue to work at the surgery and although some of the sessions have changed, we have taken on additional doctors. Two of the three new GPs will be known to a number of patients as they completed part of the clinical GP training at this site and we are very proud and confident to have them return, to join us on a permanent basis.

We can reassure all patients that it will be 'business as usual' as far as possible. All our patients from both practices will continue to access our services in exactly the same way as they do now. You will continue to ring the same telephone numbers, see and speak to the same receptionists and attend the same practice that you have always attended.

We will continue to provide updates on any further planned changes and we are actively working with our practice patient groups to help support these changes to ensure they meet the needs of all our patients.

If any patient wishes to ask questions they are welcome to contact Rothschild House Surgery via **patientservices.rhs@nhs.net**.