

# Merger of Llanedeyrn Health Centre and Llanrumney Medical Group (V1)

## Forming :LLAN Healthcare

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### Frequently Asked Questions (FAQs)

On October 1<sup>st</sup> 2017 Llanedeyrn Health Centre and Llanrumney Medical Group will come together to form a single practice, called Llan Healthcare.

#### 1. Why are the practices merging?

This merger forms part of the ongoing commitment of both practices to continue to provide the highest quality healthcare to all our patients.

By merging we will:

- Increase the services we offer
- Deliver services tailored to meet the needs of our patients
- Offer a wider range of appointments
- Allow patients to access appointments across both sites
- Maintain a team of highly skilled, experienced and friendly staff
- Ensure that current healthcare service continue to be delivered in both practices.

#### 2. Do I need to do anything?

No, you will automatically become a patient of LLAN Healthcare, which operates across both the Llanrumney and Llanedeyrn site.

#### 3. Will this affect any treatment or medication I am currently receiving at either GP practice?

Not at all.

#### 4. How will I make an appointment?

There will be no immediate changes so you can continue to book appointments in the same way as you do now. However, as part of the merger we are looking to see if there any improvements we can introduce to make it easier for patients to make appointments We shall keep you updated on the Website, Facebook and Newsletters of any improvements we make.

#### 5. Will I still be able to see my usual doctor or nurse?

Yes – you will also be able to access doctors and nurses across both practice sites. This will give you more choice and flexibility in terms of where you attend appointments or receive your treatment.

**6. Can I see another doctor if I want?**

Yes – again you will have more choice

**7. Will both surgeries remain open?**

Yes, surgeries at both sites will remain open

**8. Will any of the services that are available at the moment be removed or stopped?**

No. If anything, we will be increasing the services we can offer across both sites

**9. Will there be a change in how I order or collect my prescriptions?**

We will soon to be able to offer patients, across both sites, the opportunity to order repeat prescriptions through the post, at the reception, over the telephone, through the My Health On Line (email) and via a chosen pharmacy. We shall keep you updated on these changes via the Website, Facebook and Newsletters.

**10. Will there be a change to how I get my test results?**

There will be no immediate changes so you can continue to get your test results in the same way as you do now. However, as part of the merger we are looking to see if there any improvements we can make to the system to make it easier for you to get your test results. We shall keep you updated on the Website, Facebook and Newsletters of any improvements we make.

**11. Will any new services be introduced?**

Yes. We are hoping to enhance the service we provide for Clinical Research and Substance Misuse. We shall keep you updated on the Website, Facebook and Newsletters of any improvements we make.

**12. Will my access to other services such as district nurses, midwives, health visitors, community services, be affected?**

No. Access to these services will not be affected. You may however, see different members of the community service teams following the merger.

**13. How will my medical records be kept and shared?**

A paper copy of your medical records will remain at the practice site where you originally registered. Electronic or computer copies of your records will be shared across both practice sites to make sure that all medical staff can access them when they need to. We have computer security systems in place to make sure that this information is shared safely and securely.

**14. What does the merger mean for staff at both practices?**

Our staff will not change. After the merger, some people may work across both sites to ensure that there are enough staff members available at both practices. However, this will not happen straightaway.

## 15. How will I be kept informed of progress?

We will keep both websites and Facebook pages updated with progress. We'll also keep you updated on progress through patient information leaflets and newsletters.

Websites:-

[www.llanedeyrnhealthcentre.co.uk](http://www.llanedeyrnhealthcentre.co.uk)

[www.llanrumneymedicalgroup.co.uk](http://www.llanrumneymedicalgroup.co.uk)

Facebook Pages:

[www.facebook.com/llanedeyrnhealthcentre](http://www.facebook.com/llanedeyrnhealthcentre)

[www.facebook.com/llanrumneymedicalgroup](http://www.facebook.com/llanrumneymedicalgroup)

We'd also like to invite you to complete a short survey where you can share views with us. We'll use these to review and update the Frequently Asked Questions provided here.

If you have any questions or concerns about the merger you can ask to speak to the Practice Manager at Llanedeyrn Health Centre, Llanrumney Medical Group or call the Primary Care Team at Cardiff & Vale UHB on 029 21834514

We will also be holding a Community Drop in session at Llanrumney Hub on Countisbury Ave on Thursday 28<sup>th</sup> September between 1-3pm, which will give you another opportunity to ask any questions you may have.

LINK TO PATIENT SURVEY

<https://www.surveymonkey.co.uk/r/WC57V9W>.