

Ball Tree Surgery & Kingfisher Family Practice

Frequently asked questions – Merger Autumn 2017

Updated: May 2017

I want to ask a question about the merger – how do I do this?

Please use the [online form](#) to contact us about the merger or use the suggestions boxes in the surgeries. We will add answers to the questions to this FAQ document.

Will my GP stay the same?

Yes for most patients their GP will stay the same. For some patients there will be a change of GP. More information will be available later this year.

Will the Nurses and HCAs stay the same?

Yes, there are no changes planned for the nursing team.

Will the telephone number stay the same?

Yes, for a while the telephone numbers for each surgery will stay the same. In future there will be a new number to call. We will let everyone know when this happens.

Can I see a GP at either site?

Yes, however we strongly recommend that you continue to see the same GP you would usually see, especially if you have any ongoing conditions.

Will the appointments change?

In the short-term, everything will stay the same at each site. In time there will be some changes to bring the appointments systems together. We are undertaking an appointments survey to find out more about your needs. Please use the [online survey](#) or there are paper copies in surgery

Will there be any benefits for patients?

We hope that there will be benefits for all our patients in time. In the short term, patients at Kingfisher will have access to additional female GPs and to additional contraceptive and women's health services.

Will my online password still work?

No, if you are currently a patient at Kingfisher your online access password will stop working on 20th September 2017. We are really sorry about this but this is due to how the computer system is designed. We cannot do anything to stop this from happening.

To continue to have online access you will need to re-register for an online password in October 2017. We will tell everyone who has online access at Kingfisher that they will need to do this nearer the time. We will try to have a special time for people to come to the surgery and receive an updated registration document. Everyone will need to bring Identity documents with them.

How many patients will there be?

The new surgery will have around 14,000 patients

Will there be a new building?

Sadly, we are not able to have a new building as there is no funding to help us. We continue to try to find finance and a site for a new building. Both surgeries are too small and do not have modern standards. NHS England recognises this, however unless there is political will to create funds the current buildings will continue.

Will any staff be made redundant?

No, there are no redundancies planned.

Will the practice boundary change?

The new Ball Tree will have a slightly larger boundary to include the current area covered by Kingfisher.

Ball Tree Surgery & Kingfisher Site



 **Ball Tree**
Western Road North
Lancing
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BN15 9UX

 **Kingfisher**
19-21 Culver Road
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