

Date 1 March 2023

NHS Number

Dear Patient

FIELD HOUSE SURGERY AND DRs REDDY & NUNN (PRACTICE THREE) MERGER

We are writing to inform you that Field House Surgery and Drs Reddy & Nunn (Practice Three) will officially merge on Tuesday 14 March 2023. This means that all patients currently registered with Field House Surgery will automatically become registered with Drs Reddy & Nunn on this date. **Please share the information in this letter with other members of your household as necessary.**

This is the third stage of exciting new developments happening to general practice in Bridlington. We were joined by patients from Practice One in January 2023 and, Wolds View Surgery on 21 February 2023. We would like to reassure all our patients, current and future, that plans are progressing well, and everyone will benefit from the strength and stability of being part of a larger, single practice group.

Merging brings a number of important benefits our patients and staff, which include:

- A stronger, larger team of clinical staff and expertise to focus on patient care. This will strengthen cover for staff holiday leave and the practice can offer enhanced training for more clinical staff including medical students, trainee GP's and nurses.
- A wider range of clinical services for the community with potential for more local specialist medical staff.
- The opportunity to share clinical leadership, knowledge and skills across a larger organisation enabling better care for patients.
- Efficiencies gained by operating through one consolidated practice team will be reinvested to drive further improvements across all aspects of patient care.

As these changes move forward, we will continue to update our patients and clinical team on progress and next steps. Information is already available in the practice waiting areas and on our websites. You can also find out more about the wider plans for Bridlington general practice including Frequently Asked Questions at:

www.eastridingofyorkshireccg.nhs.uk/improving-primary-care-services-in-bridlington/

In the meantime, if you have any questions or would like to provide us with feedback to help with the smooth transfer, please do not hesitate to contact us at

practice3.bridlington@nhs.net or submit your question in writing addressed to:

Drs Reddy & Nunn, The Medical Centre, Bridlington, YO16 4LZ.

Thank you.

Dr Priya Reddy
General Practitioner, Drs Reddy & Nunn

DRS REDDY & NUNN

Dr Sree Reddy, Dr Nicole Nunn, Dr Priya Reddy & Dr Unike Lambart

The Medical Centre, Station Avenue, Bridlington, YO16 4LZ

Telephone 01262 670686

Email: practice3.bridlington@nhs.net

For Field House Surgery patients, when is the change due to take place?	At 15:00 on 14 March 2023. To assist with the smooth transfer the practice will be operating a reduced service for patients on this day and the following morning. Please only contact us on the Monday, Tuesday and Wednesday if it is an emergency as we will have reduced capacity.
Will I need to re-register?	No. All patients will be automatically transferred, and your health records will stay within one single secure database.
Will I still be able to have my appointments at Field House Surgery	No. The majority of appointments will be offered at our main practice site which is located at the Medical Centre on Station Avenue. On booking, some appointments may be also offered from our branch surgery located within Bridlington and District Hospital.
Is there enough space at the Medical Centre for all Field House patients to be registered with Drs Reddy & Nunn?	Yes. Works to increase clinical space and create a single reception area has started. We have also reached agreement to continue to provide some, not all, general practice services from within Bridlington and District Hospital whilst a fuller assessment of space requirements for our practice can be completed.
Do I have to move to Drs Reddy & Nunn?	Following the changes there will be two GP practices in Bridlington which patients can choose to register with. However, we would ask patients to bear with us and not seek to change GP practice until all the changes are embedded.
Will I still be able to make an appointment with my usual doctor or nurse?	At Drs Reddy & Nunn, we have a range of doctors and nurses who will become responsible for your care, and we are hoping to expand this further over time. The staff currently employed at Field House Surgery are also protected by employment legislation and will be offered the opportunity to join us. www.drsreddyandnunn.nhs.uk/practice-information/meet-the-team
Will I still be able to make appointments in the same way?	Yes. We will continue to provide daily appointments with a wide range of trained clinicians. In addition, we also offer e-consult which is an online method of communication with a GP via the practice website.
Will the surgery opening times stay the same?	Yes. We also have flexible appointments in extended hours clinics (early mornings, late evenings, or Saturdays).
How will you make sure there is no reduction in the quality of patient services that are provided?	Improving the range and quality of our patient services is our absolute number one priority and will continue to be monitored in the same way as they are now. We will continue to benchmark all our services against national and local targets to ensure that we are flexible in our response to meet our patient's needs.
Will the merger affect my treatment or medication I receive?	No. Current treatments, medications or investigations will not be affected but will be periodically reviewed over a period of time as is best practice. Boots pharmacy will also continue to operate from their current location at 18 Victoria Road, Bridlington, YO15 2AT
Will the contact details be changing?	Yes. Once the Field House transfer has completed, patients will use Drs Reddy & Nunn contact details as follows. <ul style="list-style-type: none"> • Phone number: 01262 670686 • Website address: www.drsreddyandnunn.nhs.uk • Email: practice3.bridlington@nhs.net Initially the current Field House Surgery phone line will be diverted to Drs Reddy & Nunn, so this can still be used during March 2023.
Will I be able to get through on the telephone?	We are looking at a whole range of options to ensure that telephone access is improved and not adversely impacted by this and future changes.
What about car parking?	Due consideration is being given to car parking for staff and patients during this process and we are in dialogue with the local authority regarding options.