

Proposed GP Practice Merger – The New Surgery and South Green Surgery

Frequently Asked Questions for The New Surgery patients

Q: Why is the proposed merger happening?

A: The practice management team that runs South Green Surgery also runs The New Surgery in Billericay. Some staff already work across both sites and on occasion patients are offered services at the other location.

South Green Surgery has been given notice by its landlord that it must vacate the building by 31 March 2025.

The practice management has considered alternative options for premises in the South Green area. However, to date no suitable premises have been identified and there is a very short timeline to implement any new arrangement before the deadline of 31 March 2025.

Therefore, the practice management is proposing to merge South Green Surgery with The New Surgery and then to subsequently close the South Green Surgery site.

Q: When would the proposed merger take place?

A: Pending the outcome of the merger application to NHS Mid and South Essex, our commissioner, we are hoping to merge in February 2025.

Q: Will I still be able to make an appointment to see my usual doctor or nurse?

A: Yes. We value the one-to-one relationships our patients have with our doctors and nurses at The New Surgery. We do not anticipate that merging practices will impact your ability to access your usual doctor and/or nurse. The doctors and nurses at South Green Surgery will be moving to The New Surgery which will increase your choice of clinician.

Q: Will I still be able to make appointments to be seen at my usual doctor's surgery?

A: Yes. We will continue to provide appointments to see doctors, nurses and other healthcare support workers at The New Surgery.

You can continue to book appointments in the usual way - over the phone, in person at the practice or via eConsult on the practice website and NHS App.

Q: Will the surgery telephone number change?

A: No. The telephone number for The New Surgery will remain the same.

Q: Will I have to wait longer for appointments?

A: No. With the South Green Surgery staff moving over to The New Surgery there will be more choice for patients. With a more varied workforce it should be easier to book an appointment with the best person to treat you.

Q: Will there be any changes to the surgery opening hours?

A: No. We are not currently anticipating any changes to our core opening times although our telephone lines will be fully available from 8.00am.

Q: Will any service that is currently offered by The New Surgery be removed or stopped?

A: No. We do not anticipate services being removed or stopped. Both practices currently offer the same range of services.

Q: Will there be any changes to the way I book appointments?

A: No. We are not currently anticipating any changes to the way you book appointments and you will continue to be able to book these in the same way as you do now - over the phone, or in person at the practice or via eConsult.

Q: Will the name of the practice I am registered with change?

A: No. If the merger is approved we have no plans to change the name of The New Surgery.

Q: Will the current arrangements that I have in place for getting my medicines stay the same?

A: Yes. There are no changes anticipated and any future changes in process will be fully communicated to patients.

Q: Will the intended merge affect any treatment or medication I am currently receiving either at my surgery or any hospital?

A: No. Any current treatments, medications, investigations and/or referrals will not be affected by our intentions to merge.

Q: Who makes the final decision?

A: We are in the proposal stage. After we have informed patients of the plans and carefully considered the feedback received, we will produce a final report to be submitted to our Commissioners, NHS Mid and South Essex.

When a final decision has been made we will update the websites with information and communicate this to our patients.

NHS Mid and South Essex hosts an [FAQ about GP services](#) which includes information about the considerations that go into the decision making process.

Q: Can I provide feedback on this proposal?

A: We welcome your feedback and value your input to this process.

We are collecting patient feedback from 4th – 29th November 2024. You can provide feedback via:

- Online survey: <https://forms.office.com/e/fKdxrA1NzB>
- Scanning the QR Code below
- A paper copy of the survey can be handed to the reception team.
- A copy of the survey is available to download on our website. You can email the completed survey to text.southgreen@nhs.net

Q: If I'm not happy, can I choose to move to another surgery?

A: Patients do have the choice to register with an alternative GP practice if they live within that practice's catchment area, or if that practice is accepting patients from outside their practice catchment area. Information about GP surgeries is available at <https://www.nhs.uk/service-search/find-a-gp>

Survey on the Proposed Merger of
South Green Surgery and The New
Surgery, Billericay

