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Rated Outstanding by the Care Quality Commission

Teams Medical Practice is research active

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MD/SZ/TMP

30<sup>th</sup> April 2024

## To All Patients of Glenpark and Teams Medical Practices

**Glenpark Medical Practice and Teams Medical Practice** propose joining together to form one larger practice.

This will ensure that both practices are secure and can continue providing high-quality services to the local community. We hope this merger will take place on 1<sup>st</sup> July 2024.

### **Why are we merging?**

The NHS, in particular General Practice, is under increasing pressure. In these difficult times we need to look at innovative ways to provide high quality care for our patients and new ways of working at scale in order to be sustainable and able to adapt to funding constraints. The partners at Glenpark Medical Practice and Teams Medical Practice share similar values and are geographically very close, with overlapping practice boundaries. After several months of careful consideration, we are excited to announce that we have decided to merge, to be one partnership whilst still retaining the two surgery sites. This is an exciting opportunity which will help to create a stable partnership and sustainable, long-term primary health care.

Subject to approval from [North East and North Cumbria Integrated Care Board \(ICB\)](#), the new Partnership would run services from both existing sites.

### **Business as usual for patients**

Our top priority is to provide high-quality primary care services to patients. We intend to continue to provide medical services from both sites, with no current plans to change opening times at either location.

Naturally, there will be lots of work behind the scenes, particularly combining and improving the systems and services operating at both practices. This will include looking at how patients contact both practices.

We will work closely with our practice patient participation groups and health champions to ensure that any changes meet the needs of all our patients. We will let patients know of any changes before they take place.

## What are the benefits?

### 1. More choice for patients

The long-term goal would be that patients can choose any site for their convenience.

### 2. More GPs and Nurses available to patients

All our GPs and nurses have special interests and additional skills. A bigger clinical team means more options for patients.

### 3. Modern ways of working

NHS England's priority over the next 18 months is for all GP practices to move to 'modern ways of working', which means simpler access to healthcare online and over the phone.

### 4. A sustainable, integrated Practice

Some of the challenges of General Practice become easier as part of a bigger practice – that's why we've seen the size of GP practices increase in recent years.

## Listening to Patients

We are clear that a merger is the best way forward, and we want to ensure patients at both practices are fully informed and can have their questions or concerns answered.

**Today, we are launching a 6-week public engagement programme where patients and local stakeholders can ask questions or share their views about the proposed merger.**

The easiest way to feedback is to use the online survey:

<https://eu.surveymonkey.com/r/glenparkteamsmerger>. A QR code with a link is at the end of this letter.

We would welcome your attendance at our drop-in events to learn more about the plans, share your thoughts or ask any questions. The drop in details are:

Date	Time	Location
Tuesday 7 <sup>th</sup> May 2024	12:00 pm – 1:30 pm	Teams Medical Practice
Monday 13 <sup>th</sup> May 2024	6:00 pm – 7:30 pm	Teams Life Centre, Askew Road

A frequently asked questions (FAQs) section is included for your information, along with a feedback form. Patients and stakeholders have until 14<sup>th</sup> June 2024 to participate, with submissions forming part of our merger application to North East and North Cumbria ICB.

We will regularly update the FAQs on [www.glenparkteamsmerger.co.uk](http://www.glenparkteamsmerger.co.uk) based on feedback we receive.

If you prefer, you can complete a feedback form on paper in either of the locations and place it in the collection box, or return it by post to:

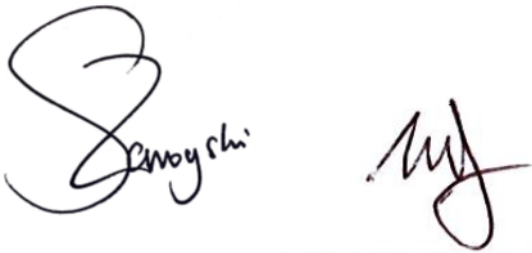
**Teams Medical Practice, Watson Street, Gateshead NE8 2PQ**

**We would appreciate it if patients could please use the feedback methods mentioned above to share their views rather than booking appointments or calling the practices to discuss the merger.**

Alternatively, you can discuss this with an independent organisation. Healthwatch Gateshead listens to, advises, and speaks up for health and social care service users. You can contact them on 0800 038 5116 or at [info@healthwatchgateshead.co.uk](mailto:info@healthwatchgateshead.co.uk).

We hope this information is helpful. We want to take this opportunity to reassure all our patients that the proposed merger will ensure that high-quality medical services continue to be provided for local people into the future.

Yours sincerely

Two handwritten signatures in black ink. The first signature is 'S Zamoyski' and the second is 'M Dornan'.

Dr Mark Dornan, Dr Becky Haines, Dr Jonathan Harness, Dr Chris Jewitt,  
Dr James Kane and Dr Stephanie Zamoyski  
**The Partners at Glenpark Medical Practice and Teams Medical Practice**

To complete the online survey, scan the QR code below

