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Only one letter has been sent to each household. Please share with other family members or residents registered at Wilderness Road Surgery.

Dear Wilderness Road Surgery patient,

Wilderness Road Surgery and Brookside Group Practice merger

We are writing to all Wilderness Road Surgery patients with an update regarding integration of the surgery with Brookside Group Practice (BGP) - a group of practices which have been serving patients in the local area for over 40 years.

It has been 8 months since Brookside Group Practice has taken over the management of Wilderness Road Surgery and, as a patient, you may already be aware that GPs and clinicians from BGP have been providing all clinical services at Wilderness Road Surgery for this time.

We are delighted to now announce that Wilderness Road Surgery (WRS) will formally merge IT systems with Brookside Group Practice, over 29th July – 1st August 2022.

This means that from this date WRS will become one of four sites operating as one group under the partnership and management team of BGP. In becoming part of BGP, existing WRS patients can expect to continue to receive the highest standards of patient-centred care from our broad clinical team, and benefit from BGP's clinical and administrative support systems, and its working practices.

Our management team have been working hard over recent months to ensure that the merger goes as smoothly as possible, and that patient care continues for all patients with minimal impact or inconvenience. However, it is inevitable that with the merger of complex computer systems and administrative procedures that you may experience some minor disruption to services when it takes place. We will continue working hard to keep this to a minimum.

Please take a moment to read the information below so that you are aware of the changes being made and to help us make this transition as smooth as possible:

Merger of IT systems will be completed over the 29th July – 1st August 2022

Opening hours & contact information

WRS will remain open although current opening hours may change in the coming months. However, all patients will also have access to appointments at any one of the other three local branch sites: Brookside Surgery, Chalfont Surgery and Winnersh Surgery. Opening hours for all sites can be found on the BGP website (brooksidegrouppractice.co.uk/opening-hours). Should there be any planned future change to opening hours, then these will be notified to patients through the various communication channels available to us.

The WRS phone number will remain for the time being, however, to maximise efficiency and resources at the practice, the phone system will be upgraded in the coming months when the phone number will change to one central number for all sites.

Appointments

On 29th July & 1st August there will be limited urgent care appointments only. To enable a smooth integration of systems no pre-bookable appointments will be able to be made until the merger is complete so patients are kindly asked to only contact the surgery for an appointment if it is urgent for the day.

Test results and access to patient records

We will not be able to access test results or your patient records on 29th July – 1st August and please be understanding if there is a delay in processing results or requests which are not urgent. Please note, if test results are deemed urgent by one of the clinical team during this time, we will contact you directly.

Prescriptions

You will not be able to submit any prescription requests from 29th July until 1st August. This is a patient safety requirement as part of the merger of the electronic clinical records.

Therefore, please ensure you plan ahead and request in advance any prescriptions you would normally require between the above dates.

Registrations

From now, all future new patients will need to register online via the BGP website. Once registered, patients can request to attend appointments at any preferred site according to their needs and appointment availability.

Existing WRS patients do not need to do anything. Your medical record will automatically be transferred to BGP's clinical system during the merger.

Website

The current WRS practice website will cease from 29th July.
Instead, please visit: **brooksidegrouppractice.co.uk**

Please visit the BGP website and familiarise yourself with its content and especially the useful forms and ways you can communicate with us. It contains all the information you should need as a BGP patient including self-care support and key resources, contact details plus provides you with a way to consult with our clinical team online (using eConsult).

E-Consult is the best way for patients to get medical advice and support from our clinical team and to book appointments. **We ask all patients with internet access to utilise this service where possible.** It is accessed via our website homepage and enables you to get a timely appointment with the most appropriate clinician.

We have also produced a leaflet entitled 'The right care, at the right time' – providing a helpful overview of the services we provide as Brookside Group Practice. You can find out more about the

wide range of clinics we run and our team of specialists who will be available when you need them (including dermatology, mental health, and physio). You can download the leaflet as a PDF from our website or pick up a copy at any of the practice receptions.

We would like to welcome you once again as a patient to Brookside Group Practice. Please be assured your care is the most important thing to us and we will continue to provide the best possible service to you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Shaw', is written over a horizontal line. The signature is stylized and cursive.

Dr Matthew Shaw
Senior Partner