



Information about the Practice Merger

We are pleased to advise you that on 1 April 2017 we will merge partnerships with Clare House Surgery, Tiverton to form Amicus Health.

We are all working hard to deliver excellent care for patients and it is extremely important to us that the future of Bampton Surgery is assured. This is a planned merger of two practices with a shared vision to lead the way in quality healthcare.

We are proud of meeting the challenge of maintaining an excellent service within a healthcare system which is under pressure. As individual practices we do things well; collectively we can achieve so much more. Only by formal merger with another forward-thinking practice do we guarantee to maintain these high standards and position ourselves to meet future demands within an evolving NHS landscape.

You will continue to see the GP of your choice and the day-to-day experience of Bampton Surgery will remain familiar. Behind the scenes we will have an opportunity to establish a working environment in which every member of staff benefits from the combined support and expertise of a larger team. Together we can avoid the duplication of back office function, create greater potential for career development and training and attract the best staff to our new organisation.

We would be pleased for your feedback and will answer any concerns you may have.

Dr Paul Backhouse and Dr Nick Sherwin



Frequently Asked Questions (FAQs)

Why are you merging practices?

We believe our merger will make it possible to:

- Continue to offer high quality healthcare to our patients
- Increase the services we offer
- Tailor services to the needs of our patient population
- Help doctors and nurses spend more time with patients
- Offer a wider range of appointments
- Allow patients access to services across two sites
- Maintain a workforce of well-trained, friendly staff
- Ensure the future stability of both practices

When will the merger take place?

Saturday 1 April 2017.

Will anything change from 1 April 2017?

There will be little alteration to your service. Behind the scenes, there will be administrative changes affecting IT, finance and other internal systems. Future changes will be phased in over two years and take into account your ideas and feedback. Retaining the quality of our services is really important.

Will I still be able to contact you on the same telephone number?

Yes. The main telephone numbers will stay the same:

01398 331304 Bampton Surgery

01884 252337 Clare House Surgery

We have recently installed a new telephone system to link both practices.

When will the surgeries be open?

This will stay the same. Opening times at Bampton and Clare House surgeries will be between 08.30 and 18:30.

What will happen if I need a GP outside normal hours?

There is no change. Please ring 111 or your usual surgery number where a recorded message will tell you what to do next.



How will I make an appointment?

There is no change. Continue to book in person, by telephone or online.

Will I still be registered at my current practice?

No. Your registration will automatically transfer to the new merged practice.

Will I still be able to see my usual doctor and nurse?

Yes. Your named GP will not change. There will be no changes to clinical staff and you will be able to see your usual doctor or nurse.

How do I contact the District Nurses?

There is no change.

What do I do if I need a home visit?

There is no change. Home visits are made for those who are too ill to attend the surgery. Whenever possible these should be requested before 10.30.

Will there be a change to how I order my prescriptions?

No. We will continue to develop new ways of improving this service.

Will there be a change to how I collect my prescriptions?

No. You can continue to use your nominated pharmacy.

Will there be change in how I obtain my test results?

No. Please contact your surgery in the afternoon as you normally do.

Will you be making staff redundant?

No. All staff will be transferred into the new merged practice.

How will you keep us informed?

Please continue to visit our websites www.bamptonurgery.co.uk or www.clarehouse.com for the latest news. In time, we will combine both websites and provide more information as it becomes available.



Information about Clare House Surgery

History

The main Clare House building was built in 1816. In about 1924, Doctors Burgess and Perry moved into the house and it has been used as a GP Surgery ever since.

In 2012 the practice started an extensive refurbishment and expansion of the practice to increase clinical space. Concluding in March 2014 the practice now consists of 17 consulting rooms, an operating theatre and co-located Superdrug pharmacy as well as extensive administrative space.

Team

Clinical Team

- ▶ 6 GP Partners
Dr O’Kelly, Dr Fitzherbert, Dr Seymour,
Dr Wood, Dr Long, Dr Williams
- ▶ 4 Salaried GPs
- ▶ 1 GP Registrar
- ▶ 3 Practice Nurses
- ▶ 3 Health Care Assistants

Admin Team

- ▶ Practice Manager – Mr James Davies
- ▶ Patient Services Manager
- ▶ Service Delivery Manager
- ▶ Secretaries
- ▶ Patient Services
- ▶ Admin & Prescribing Teams

Services

Clare House provides core primary care services to its patient population of 10,600. Additional services are provided as part of National, Direct or Local Enhanced Services, including IUD and Nexplanon fitting and removal.

The partnership has always had very close ties with Tiverton and District Hospital and that continues. Clare House provides The Urgent Care Centre with clinical cover and cares for patients admitted to the wards.

The partnership is actively involved in medical education and is a training practice for registrars and routinely has year 2, 3, 4 & 5 medical students.

The nursing team boasts three Sisters who are specialists in clinical fields of Asthma, COPD and Diabetes. They are supported by Health Care Assistants and a Phlebotomist. They have a large administrative, management and secretarial team who provide the required administrative back-up and ensure that the day-to-day running of the practice and needs of the patient are undertaken efficiently and effectively.

In addition to providing general practice, Clare House has been actively developing additional services for their patients and the wider health community. With the inclusion of an operating theatre in their recent expansion, they have developed Clare House Surgical & Dermatology - www.clarehouse-sds.co.uk

Clare House Surgical & Dermatology is an NHS commissioned service for patients in Devon undertaking non-scalpel vasectomies, carpal tunnel decompression, excision and reconstruction of suspected skin cancers (BCCs), “Lumps & Bumps” excision and GPwSI led dermatology outpatient appointments.