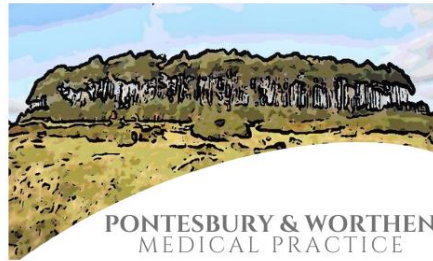


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16 March 2021.

Pontesbury & Worthen Medical Practice Merger Update for patients.

On 1st April 2021 Pontesbury Medical Practice and Worthen Medical Practice will merge to form Pontesbury and Worthen Medical Practice. From this date the GP partners will start to provide patient services across both sites. Much of the activity in early April will be “behind the scenes” business changes with minimal impact for patients.

At the end of April, the medical records computer systems will be merged and the dispensing at Worthen will be relocated to the Pontesbury site where all repeat medications will be prepared. For existing Worthen patients, you will still be able to collect your medication as normal from Worthen. All patients will have the option to collect their dispensed medications from either site in the future. If you would like to change your collection site please speak to a dispenser who will be able to sort this out for you. Moving the repeat dispensing workload to Pontesbury is being planned carefully to ensure there is as little disruption as possible.

Existing Worthen patients who currently use the online access facility to book appointments and request medication will temporarily lose access to this facility as part of the medical records computer systems merger. Patients will be issued with new log-in details as soon as possible.

We intend to merge the phone system in early May so that all patients will be able to ring one telephone (the existing Pontesbury number 01743 790325) which will be answered at either site. Staff at both sites will be able to deal with all queries. Soon after this we will be able to offer patients the opportunity to see a GP or nurse at either site, providing a wider choice of appointments and clinicians.

We will be implementing all changes in a managed way to ensure that patient services are not disrupted and are delivered to the high standards you are used to.

Our new website will be live from 1 April - www.pontesburyworthenmp.co.uk

Further updates will be published on this website and in each surgery.

WWW.PONTESBURYWORTHENMP.CO.UK

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