

RUTLAND MEDICAL PRACTICE SERVICE COMMITMENT

for the merger of Rutland House and Queen's Avenue Practices

1. The merger has been approved to proceed on 1 May 2021 with both practices part of the NHS North West Haringey Primary Care Network. (Currently, RH has 7,079 patients and QA 4,245 patients.) This development is part of a wider strategy to modernise primary care premises in the Muswell Hill area and improve provision for residents.
2. Registration with Rutland Medical Practice will be automatic with no patient de-registered as a result of the merger. Although the new practice is in Haringey, patients who live in Barnet will continue in the new practice. The patients' demographic profile of each surgery population are similar.
3. The joint surgery will be based temporarily at Queens Avenue, during a demolition and construction rebuild of Rutland House. This will constitute a new 2 storey surgery/health centre (with flats on higher floors) at the Rutland House site at 40 Colney Hatch Lane, by the end of 2022.
4. The GPs have confidence that in the interim period the accommodation in the Queen's Avenue Practice will be manageable with support from technology, 'hot desks, rotas and GPs working remotely at home'.
5. The Rutland Medical Practice will ensure sufficient clinical capacity in line with the British Medical Association's guidance which will meet the requirements of the enlarged practice serving 11,300 patients. There will be 4 partners, 5 salaried GPs, 3 nurses and the necessary support staff. Increased clinical specialisation will ensure improved service and could include women's health, substance abuse, domestic violence and mental health.
6. 'Back office' functions will be located in the same building with a welcoming and well-trained reception team.
7. Rutland Medical Practice will be a modern fully equipped health centre with facilities for additional services such as phlebotomy, physiotherapy, dermatology and a clinical pharmacist.
8. The new practice will be a teaching practice with GP trainees.

9. Patients will benefit from access to more GP appointments, and extended hours for clinics in the evenings and weekends.

10. There will be continuity of care. The NHS Constitution states that: “You have the right to receive care and treatment that is appropriate to you, meets your needs and reflects your preferences.” Every effort will be made to ensure patients can see their own GP, though this may be difficult for a same day appointment.

11. Appointments will be easy to access and booked in a number of ways, with plenty of availability, flexible weekend and evening hours, emergency and routine appointments and with a choice of practitioner available. The practice will retain and improve on appointment arrangements, including same day appointments and low waiting times.

12. Telephone and on-line consultations and communication with GPs will be more frequent than before lockdown. The practice expects the proportion of tel/online vs face to face consultation to be approximately 50/50. It is hoped this will enable the practice to deal with many more patients with reduced waiting times. However, patients will still be offered face to face appointments where necessary, appropriate or where there is need for clinical examination. It is recognised that some patients may not have access to digital platforms, and, especially given the age of the local population, that many may not be able to cope with video consultations. Also telephone consultations are of limited use where the patient experiences hearing difficulties. The practice will address these issues to ensure equality of opportunity and access to all services for all patients.

13. Medications will be reviewed regularly and the new practice will retain and improve on existing methods of securing repeat prescriptions.

14. The new build site will provide a clean and safe environment and be fully accessible, ‘disability friendly’, with stair free access to all parts of the practice. There will be sufficient blue badge parking spaces and a drop off point in the car park, with public transport links close to the practice.

15. The new practice will promote the health of its patients by providing the highest quality comprehensive personalised healthcare paying close attention to each individual patient’s needs. It will create a comfortable and

compassionate atmosphere where the relationship between the practice and the patients is one of partnership.

16. Specifically, it will retain a small family atmosphere, resisting a shift from personal to big corporate culture, and retaining established patient–doctor relationship. Confidentiality will be ensured at all times.

17. Rutland Medical Practice will treat all patients fairly, equally and with respect and courtesy at all times and expect patients to relate to staff in the same way.

18. Patients will be provided with education and resources to enable them to make informed lifestyle decisions with a view to long term health.

19. There will be a Patients’ Participation Group which will be diverse in composition and meet at least three times a year. Officers will be elected by the PPG and be able to deal with urgent issues between meetings.

20. Patients will be kept updated on the situation through both websites (and eventually the merged website) having specific ‘slots’ PPG News and merger information. Every effort will be made to ensure that patients get to know the GPs replacing retiring GPs.

21 Rutland Medical Practice will adopt and update the Queen’s Avenue Practice Charter, which specifies, amongst other things, that “The practice is committed to treat all patients and clients with equal dignity and respect. We will not discriminate on the grounds of age, culture, colour, disability, gender, race, medical condition, religion or sexuality.”

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