

Changes to Rutland House Surgery: Proposals for new building and to merge with Queen's Avenue – Frequently Asked Questions (FAQ)

1. Q. Why is the merger and move to a new building with Queen's Avenue happening?

The estate leases for both Rutland House Surgery and Queen's Avenue are currently short-term and will be coming to an end soon.

In addition, Dr Rebecca Hatjiosif and Dr Batia Friedmann will retire on the 1st of May 2021.

As a result of these factors, we needed to come up with a viable solution to secure the long-term future of both practices. Otherwise, we would face closures.

We believe that merging the practices is the best way forward for us and will mean our patients will have a greater choice of GPs and access to a wider range of services.

We are also proposing to move into a new and improved building planned for the Rutland House Surgery site, which will provide better space for a GP surgery.

This means that the current building will be demolished and turned into a more fit-for-purpose premises to deliver care.

This development is part of a wider strategy to modernise primary care premises in the Muswell Hill area and improve provision for residents.

- **Q. I am a Rutland House or a Queens Avenue patient. How will the merger and temporary move to Queen's Avenue affect me?**
- From May 2021 Rutland House surgery will operate across both sites temporarily and hope to relocate to 46 Queens Avenue later this year. We will continue working at 46 Queens Avenue, while a new purpose-built building is being built at 40 Colney Hatch Lane. We hope to move back to 40 Colney Hatch Lane upon completion of the new building. Patients will need to visit both sites for their face to face appointments before the relocation to Queens Avenue site late 2021.
- Patients currently registered at Rutland House and Queens will remain registered.
- All patients will need to use the current Rutland House telephone number **(0208 883 8214)** to contact the practice **(both sites)**.

- In the coming months you may notice some changes as practice staff including clinicians will work across both sites.
- Patients attending face-to-face appointments will need to travel to Queen's Avenue which is based at 46 Queen's Avenue, London N10 3BJ.
- We understand that you might be worried about these changes and are working closely with our colleagues at Queen's Avenue to ensure the transition, including our final move to the new practice, goes as smoothly as possible and that there is no disruption to patient care.

2. Q. What will be the practice name from the 1st of May 2021?

Rutland House Surgery.

3. Q. Will the practice's name change when they both move to the new site?

Yes - the new name will be 'Rutland Medical Practice'.

4. I am a Queens Avenue patient; can I continue to visit the current Queens Avenue Practice website after the merger?

All patients will need to visit the Rutland House website from the 1st of May 2021.

Website: www.rutlandhouse.nhs.uk

5. Q. When will these changes take effect?

The official merger date is 1st of May 2021. Rutland House Surgery will operate temporarily from the Queen's Avenue premises from late 2021 while work is carried out to build a new GP practice on the Rutland House site. Once complete, both Queen's Avenue and Rutland House will relocate to the new building, which is expected to be ready by late 2022.

6. Q. What will be different at the new practice?

It will be a modern fully equipped health centre with facilities for additional services such as phlebotomy, physiotherapy, dermatology and a clinical pharmacist. There will also be better disabled access and parking facilities.

7. Q. How have you engaged with patients and stakeholders on these changes and where can I give feedback?

We are committed to involving patients every step of the way in this process. Both practices have written to patients about the merger proposals and how they can provide feedback on these changes. We have engaged with both practices' Patient Participation Groups.

To participate and have your say in the group meetings please visit the practice website or speak to the management team to find out how you can get involved.

8. Q. Can my feedback make a difference to the proposal to merge and move into a new building?

Patients' feedback is very important in ensuring we continue to provide the right services to meet your needs. We are keen to get patient feedback on these proposals, including your views on current services and what services you'd like to see provided in the new building in future. Please see **Question 7** for more information on how you can get involved and provide feedback.

The proposal to merge Queen's Avenue and Rutland House was made in order to secure the long-term future of both practices and ensure that we are able to continue delivering services to our patients. We hope that you agree that this approach is the best solution for the practices and patients, given the circumstances we are facing.

9. Q. Is Queens Avenue Practice enough to cope with the Rutland House patients as well as the existing Queens Avenue patients?

We are confident that we can accommodate both practices' patients in the Queen's Avenue building. It will be an interim arrangement which, supported by technology and effective management processes, we think will work well.

10. Q. Are the GPs happy with the size of the new building?

The building will have two storeys and be 400 sqm which we believe will be big enough to accommodate all patients. We will be able to offer additional services such as phlebotomy, physiotherapy, dermatology and a clinical pharmacist and are keen to get patients' feedback on these proposals. Please see **Question 7** for more information on how you can get involved and provide feedback.

11. Q. How long will the new building take to become operational?

We expect to move into the new building late 2022.

12. Q. With GPs retiring, will there be enough GPs to support all these additional patients?

There will be three Partners with the possibility of a fourth joining the new practice, plus 5 part time GPs. We will also have Practice Nurses, clinical pharmacists, social prescriber and other specialist and support staff. In addition, the new practice will be a teaching practice which will take on GP trainees.

13. Q. When are the retiring GPs planning to retire?

Dr Rebecca Hatjiosif and Dr Batia Friedmann will retire on the 1st of May 2021.

14. Q. Given the age of the local population how many patients will be able to cope with video consultations?

We recognise that some patients may not have access to digital platforms. We still offer patients face to face appointments where necessary and appropriate and provide telephone consultations as another option. We have been able to deal with many more patients using telephone, video and online consultations, which has helped to reduce waiting times.

15. Q. Will we be able to see our own GP and have continuity of care?

We will make every effort to ensure patients can see their own GP but this may mean that you'll have to wait longer for an appointment.

16. Q. Many patients live in Barnet, will they still be able to continue in the new temporary and permanent arrangements?

All patients currently registered with Queen's Avenue and Rutland House Surgery will remain on the patient list under the new arrangements.

17. Q. Will registration be automatic for patients moving to the new practice?

Yes, registration for all current patients will be automatic. Patients will not be expected to re-register at the new practice.

18. Q. Where will the back-office functions be in the new practice?

The back-office functions will be in the same building

19. Q. Are there demographic differences between the two practices?

No, both practices have very similar patient demographics, including a similar cohort of older patients.

20. Q. Is there a need to raise funding for the building; is it dependant on CCG or NHSE?

The building is being funded privately by the owner of the site – not the CCG or NHSE.

21. Q. Are the staff secure in their jobs?

All existing staff at Rutland House and Queens Avenue practice will remain and continue to be part of the team.

If you have any questions that haven't been addressed in this FAQ, please don't hesitate to raise it to a member of the management team.

Rutland House Surgery.

March 2021