

Frequently Asked Questions

Proposed Merger of Hampstead Group Practice and Keats Group Practice

Why is my practice merging?

We believe that combining the qualities and expertise of both practices will help us to offer the best care to all our patients.

The priority for NHS services is to improve the health and wellbeing of the local population, with an increased focus on the prevention and early detection of problems in addition to the better management of complex long-term health conditions. Combining the practices will put us in a much stronger position to be able to offer new and improved services to support this work.

As the NHS works to recover from the COVID-19 pandemic, we realise that we are more resilient together. Closer working relations between both the clinical and non-clinical teams at the two practices will encourage sharing and development of knowledge and skills, as well as improve efficiencies in our processes, to help provide you with high quality care.

When will this happen?

The planned merger date is 1st October 2022.

Will there be any change in the services offered?

There will be little change to how patients of KGP and HGP access their practices as a result of the merger. We will, however, make use of the different skills of the clinicians at both practices to offer more efficient services and shared expertise across both sites, in addition to improving access to clinical services for example for urgent and extended hours.

What do I need to do?

You should continue to attend your usual practice as normal as both practices will remain open for clinical services. Phone lines will currently remain unchanged.

Please take the opportunity to complete the patient survey online, via our practice websites or collect a paper copy, available within your practice.

For patients, who we know are unable to attend the practice, arrangements will be made to forward you the relevant information and questionnaire.

The survey will launch on the 10th May 2022 and close on the 8th June 2022.

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You can also join our patient information sessions where you will have the opportunity to speak with teams from both practices about the proposed merger and to ask any questions or raise any concerns that you may have. Two events have been scheduled:

- **Face to Face Meeting - Wednesday 18th May 2022 from 9:30am – 10:30am at St Johns Church, Downshire Hill, NW3 1NU**
- **Virtual Meeting – Thursday 19th May 2022 from 6:30pm – 7:30pm**

To register for either of these events, please visit www.hampsteadgrouppractice.co.uk or www.keatsgrouppractice.nhs.uk or call your practice on **0207 435 4000** or **0203 435 4672** selecting option 1 and leaving your details

Please do not select any other option to confirm your attendance as our Patient Services Teams are fully engaged in dealing with patient appointments and associated health enquiries.