

Dear patient,

**[RE: Camrose, Gillies and Hackwood Partnership](#)
[Patient Frequently Asked Questions: partnership with Operose Health](#)**

In the coming weeks the Camrose, Gillies and Hackwood Surgery (CGH) will enter into a partnership with Operose Health.

CGH and Operose Health are entering into a partnership. The partnership is collaboration between two organisations with shared interests and goals – to deliver great care to you, our patients.

We do not expect significant changes to the way the practice works or the way that you access our services. It is not a change in the day-to-day management of the practice, and you will continue to see the same doctor, nurses and members of the admin team that you currently do.

The CGH leadership team and staff will remain in the surgeries and will be supported by Operose Health to allow their frontline teams to spend more time with patients and continue to improve the high quality care that we provide to you.

You do not need to take further action.

You do not need to re-register with the surgery or register at another GP practice. You will remain a registered patient of CGH and you will continue to see the same doctors, nurses and admin team members. The telephone number and website address will remain the same.

We have listed, below, some ‘**frequently asked questions**’ that you may find helpful to understand the new partnership.

For further advice and support please contact the Practice via nhccg.cghpartnership@nhs.net or (01256) 479747.

Frequently Asked Questions

Q1: Why is my GP surgery partnering with another organisation?

A1: We want to ensure that we can continue to provide high quality and sustainable primary care services for our patient population. We believe that partnering with Operose Health will help us to do this. The partnership is a collaboration between two organisations with shared interests and goals – to deliver great care to you, our patients.

Q2: What does this mean for me as a patient at this surgery?

A2: Nothing will change as a patient at this surgery. You will still continue to receive the high level of care you always have had and will still continue to be seen by the same doctors, nurses and reception teams within the surgery. Any future changes that will affect patients will be discussed with patients during Patient Participation Group meetings.

Q3: Will I still see the same doctor?

A3: Yes, you will still be able to see the same practice staff that you currently do.

Q4: Will there be any difference in services when I transfer to the new practice?

A4: Please be assured that the CGH Partnership will continue to provide you with high quality primary care and you will be able to access all of the services that you currently access at the surgery. You will still be able to see the same practice staff that you currently do. There will be no immediate changes to the day to day running of the surgery.

Q5: How did you decide to partner with Operose Health?

A5: This is not a decision that has been made lightly. Before deciding to partner with Operose Health we looked at a number of options that could help us to support the practice. We wanted to make sure that we considered every option possible, looking at the risks and benefits of each of those options to ensure we made the right decision for our patients and team. Based on an evaluation of all of these risks and benefits, we have chosen to partner with Operose Health.

Q6: Will the name or contact details of my surgery change?

A6: No, the name of the surgery and contact details will all be staying the same.

Q7: What should I do if I have a routine appointment booked with a GP, Nurse or other healthcare professional?

A7: All appointments booked with the practice will take place as planned. You will continue to be able to book appointments as you currently do.

Q8: What if I have just been referred to the hospital?

A8: The partnership will not impact on your hospital referral, appointment or results. Any new test results and hospital results will still be directed to the practice.

Q9: Will I still be able to book appointments and order prescriptions online?

A9: Yes, you will still be able to book appointments online and order prescriptions online.

Q10: What will happen to my medical records?

A10: Your medical records will remain securely at CGH and you will continue to be able to view them online.

Q11: Will my medical record be shared elsewhere?

A11: Operose Health take the security of patient data very seriously and are fully compliant with all data governance requirements, including completing a Data Security and Protection Toolkit (DSPT) each year, as our practice does. They have also recently been accredited with the Cyber Essentials Plus certification, are compliant with GDPR and have a programme of work in place to achieve ISO 27001 in future. For clarity and assurance, all patient data is stored in the UK and no patient data leaves the UK.

Q12: Who are Operose Health?

A12: Operose Health are experts in working with complex health systems to transform quality of care and patient experience through primary care, mental health

and community services. They support sustainable, high quality modern primary care at scale across the country.

Operose Health has lots of experience in running multi-site general practice through their network of GP surgeries and urgent treatment centres. Operose Health have central support teams in place (for example finance, HR and IT) which reduces the administrative burden on general practice. This frees up time for the frontline teams to focus on delivering high quality patient care.

Q13: Does the NHS know about this change?

A13: Yes, we have involved North Hampshire Clinical Commissioning Group (CCG). In line with contractual requirements, we have notified other NHS organisations.

Q14: I have a question or concern that isn't covered by the information above, what should I do?

A14: For any general enquiries or help with anything, please contact the Practice via nhccg.cghpartnership@nhs.net or (01256) 479747.