

GP merger frequently asked questions (12 June 2017)

Why are the two general practices merging?

In preparation for the move to the new Integrated Family Health Centre (IFHC) in early 2018, Grey Medical Centre (GMC) and Rural Academic General practice (RAGP) are planning to merge into a single general practice prior to the move into the new building. The IFHC provides a different layout than the current practices and will require some change in how the practices work in future. By merging prior to the completion of the new IFHC it offers the practices an opportunity to ensure the team is well prepared for the move into the new space, and that there are no detrimental impacts on the community or patient care.

The merge will involve RAGP vacating their current building on the site of Grey Base Hospital and joining GMC in their practice facility on Tainui Street, and over time streamlining their activities in preparation for the move into the new IFHC. The merge will take effect from 3 July 2017, and the new practice will operate under the name of Grey Medical Centre.

What will happen to staff?

All staff will be relocated from RAGP into the GMC building on Tainui Street, alongside the GMC staff. Service levels will remain unchanged as a result of the merge, and therefore there will be no change in staffing levels.

Will our fees go up?

There will be no change in fees.

Will I be able to see a/my doctor more quickly?

Every effort will be made for you to be able to see your usual doctor. It is hoped that with the merging of the practices there is opportunity to improve responsiveness and offer appointments across a larger part of the day. Grey Medical Centre will be open from 8am to 6pm Monday to Friday, including access to appointments over the lunchtime period.

Is this to help fund the new hospital?

No, it is not related to funding at all. This is about the two practices learning to work together as a single team and in a different way, to prepare them for the move into the IFHC next year. It is an opportunity to refine new ways of working that will support the best use of the newly planned community space in the IFHC and offer improved services to the community.

Will there be enough room for patients?

Yes, GMC has plenty of space to accommodate the merged practice and their patients. Some reorganisation of how the practice uses the available space is planned which will streamline how care is delivered and ensure that patients are not disadvantaged.

Where will the new combined practice operate from?

Grey Medical Centre at 153 Tainui Street, next to the BP. Look for the Medical Centre flag.

When will the new merged general practice open in the new facility?

The merged practice will open its doors at GMC on 3 July 2017. They will then move into the new IFHC as a united team once the new facility has been opened, around mid-2018.

Will there be a change to operating hours?

Yes there will be an increase in hours. From 3 July operating hours will be 8am to 6pm, Monday to Friday. The practice will also be open over the lunch time period.

Where do I park?

There are plenty of parks behind Grey Medical Centre, just drive in off Tainui St.

What will happen to the Rural Academic GP building?

The RAGP building will continue to be used by the DHB for other purposes. Planning is underway, and final decisions on use are yet to be made.