

Park Surgery – Patient Frequently Asked Questions

Q: Who are Operose Health?

A: Operose Health are a primary care organisation who hold NHS contracts for a number of GP surgeries across the country. It's their purpose to deliver great primary care by improving access, outcomes and patient experience. Operose Health's scale means they have central HR, IT, Finance, Communications and Governance teams who take 'back office' functions away from GP surgeries so teams can spend more time seeing patients.

Q: Can you provide some examples of the type of areas that Operose Health can support the surgery in?

A: One of Operose Health's tools that we are looking forward to using is around triage of on- the-day appointment requests. We sometimes have more than 900 calls a day for more than 200 on-the-day appointments, so we need a better triaging system to get patients seen more quickly and by the right clinician.

Operose Health has a huge amount of experience and many simple-to-use systems that we can look to put in place in our GP surgery. Our job is to pick and choose which we would like to use for the benefit of our patients – the triaging tool is one of them. We will be asking our PPG for their opinions on have tools and systems they think would be best in the surgery. Operose Health can also help us with recruitment (everything from writing job adverts to doing important pre-employment checks), staff training and support for CQC inspections.

Q: How long have you been working together and thinking about this?

A: Around eighteen months – this isn't something that the Partners have taken lightly rushed into. We looked at different options and wanted to make sure we were doing the right thing for our patients and colleagues.

Q: Will my data be safe?

A: Yes. Operose Health take the security of patient data very seriously. They complete the NHS Data Security and Protection Toolkit (DSPT) each year, as our surgery does. Operose Health are compliant with UK GDPR and the Data Protection Act 2018 and have achieved certification in ISO 27001, which is the gold standard for Information Security Management.

Q: I have already opted out of summary care records – will that still apply?

A: Yes, that will still apply. You will still remain opted out.

Q: Where will my data be stored?

A: Your records will continue to be stored within the clinical system (SystemOne), as they are now.

Q: How long will the contract with Operose Health be for?

A: It'll be the same as our current contract – in perpetuity. The contract terms and conditions will not change for Operose Health, they will remain as they do now for the Partners.

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

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

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

A: The partnership will not impact on your hospital referral, appointment or results. Any new test results and hospital results will still come back to the surgery.

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

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

Q: Does the NHS know about this change?

A: Yes, we have involved NHS Sussex Integrated Care Board. In line with contractual requirements, we have notified other NHS and regulatory organisations.

Q: When will this change formally happen?

A: We are working towards December however we will update patients with a definite date when we have finalised our plans.

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

A: For any general enquiries or help with anything, please contact the Surgery via parkadmin@nhs.net.