



Milman & Kennet Surgery

07-03-2022

Dear Patient(s),

Most of you will be aware by now that Milman Road Health Centre has merged with the Kennet Surgery in Cholmeley Road and that the new name for us is Milman & Kennet Surgery. Milman Road has long had a close working partnership with Kennet Surgery and we decided together that we would be much stronger working as one organisation rather than separately. We did this back in October 2020 and, despite the effects of covid 19, the merger has already had a positive impact on both staff and patients.

The new combined practice is stronger, because of the larger patient list allows us the flexibility to offer a greater range of medical services and because our clinical staff is larger. On the other hand, our increase in patient numbers also benefits the efficiency of our administration because we can now use a single system for everyone, rather than two surgeries doing the same things separately. The pandemic has to an extent made implementation of this slower than we had hoped, but by having just one way of doing things it will allow increase in both clinical and non-clinical resources. We expect appointments to be streamlined and patient expectations enhanced.

The new Practice will of course need to have patients from both Milman Road and Kennet to join in with the well-established Patient Participation Group (PPG), and we extend an invitation to anyone from either to attend our meetings. The process of embedding the merger must involve patients as well as those who work at the Practice. A great help towards this is for as many patients as possible to allow the Practice to use their email addresses for communication. If you have not yet done so, please be in touch with the surgery.

You will realise that this letter about the merger is sent to you rather later than it should have been. You will also understand – as we said above – that all we do has been impacted by the huge responsibility we have faced in Primary Care to provide appropriate care during an unprecedented pandemic. Milman & Kennet is now one of the larger practices in Reading and looks to further improve its service to healthcare in the town. Your comments and help in this are welcomed!

Yours sincerely,

Milman Road and Kennet Surgery Partners

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Partners

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