

Mornington Surgery and Kingfisher Medical Centre Proposed Merger

Report on Patient Engagement carried out

Background

- In early December 2020, Dr Krishna and Mrs Krishna began to plan their retirement after 39 years of service to the local community at Mornington Surgery
- As part of that planning process, Mornington Surgery entered into preliminary discussions with Kingfisher Medical Centre in late December 2020 as a local practice with a good reputation and a friendly relationship
- Kingfisher Medical Centre's Mr Gupta and Dr Hawxwell were open to the idea of a merger in order to facilitate a smooth retirement for Dr and Mrs Krishna
- Following preliminary discussions, the topic was raised with our local commissioners and the project was initiated in early January 2021
- Preliminary engagement with patients started in February 2021 and concluded in March 2021 after which the business case was approved by the Primary Care Commissioning Committee (PCCC) and wider engagement was carried out from April 2021 until the end of June 2021

This report outlines and summarises the results of the patient engagement carried out for the merger between Mornington Surgery and Kingfisher Medical Centre

OUR ORIGINAL ENGAGEMENT PLAN

Summary of engagement plan

<p>Stakeholders</p>	<ul style="list-style-type: none"> • Patients from both practices should be consulted to ensure all voices are heard • We must ensure to include those of all backgrounds including the 	<ul style="list-style-type: none"> • digitally excluded and a representative mix from our diverse patient population • PPGs will also be key to the merger engagement
<p>Why engage?</p>	<ul style="list-style-type: none"> • Patients are the cornerstone of general practice – they are the reason the service exists! 	<ul style="list-style-type: none"> • Listening to patients will help us deliver a better service • Engagement is also a legal duty
<p>Action plan</p>	<ul style="list-style-type: none"> • To start with, we must come up with a clear, concise message <ul style="list-style-type: none"> – Distribution of this message needs to be comprehensive – Message will be on website message, patient letters, leaflets at practice, plus any meetings • Engagement with the PPG is critical – members of the PPG attended the drop-in sessions • We also need to enable wider consultation. <ul style="list-style-type: none"> – Given the current pandemic we will aim for virtual events with some physical participation for digitally excluded patients – We will also create a SurveyMonkey survey and dedicated email address to enable contribution by those who aren't able to attend • We will monitor attendance / inputs to ensure a diverse cross section of inputs and we will also carry out an EIA (see following 	<ul style="list-style-type: none"> pages) • We will also reach out to vulnerable patients specifically • Following the engagement we will aim to publish a brief report so patients can see the outcome of their input

SurveyMonkey for gathering feedback

- The SurveyMonkey is a key part of our engagement plan to gather feedback from patients both named and anonymised
 - This allows us to conduct feedback throughout the process including from those who can't / don't want to attend any engagement meetings
 - This is doubly important during the pandemic as many patients may be uncomfortable using video calls or attending meetings
 - To enable any digitally excluded patients to participate, our reception teams have been briefed to complete the survey on behalf of the patient should they ring the surgery or present in person
- The survey itself consists of 3 pages, with 12 questions in total (screenshots on RHS)
 - Page 1 is an introduction which outlines the purpose of the survey, gives the key messaging + links to more information and contact details for any questions
 - Page 2 (first five questions) is simply to gather the patients details so that we can engage with respondents should further engagement be beneficial. The contact details on Page 2 are optional should the patients prefer to leave anonymous feedback. We also gather demographic data including gender and ethnicity on this page to ensure we've gathered a good cross section of feedback
 - Page 3 (last seven questions) is the actual feedback itself – we have allowed for patients to give us their opinion on key aspects of the merger as well as free text space for any questions or other comments and specific questions (e.g. around the phone number being retained)
- We are including the link to the SurveyMonkey (surveymonkey.co.uk/r/KingfisherMorningtonMerger) in our communications with patients regarding the merger as well as adding the link to both practice websites
- During the collection and following the closing of the SurveyMonkey, we will look to categorise the responses and summarise the data for any post-engagement reporting

The screenshot shows the first page of the survey. It features the NHS logo in the top left corner. The main heading is "Patient feedback on Mornington Surgery & Kingfisher Medical Centre merger". Below this is an "Introduction" section. The text explains that the survey is to gather feedback on the merger between Mornington Surgery and Kingfisher Medical Centre. It asks for patient input to shape the merger plans. There are two "OK" buttons: one at the bottom left and one at the bottom right. A progress indicator at the bottom shows "0 of 10 answered".

The screenshot shows the third page of the survey, which contains a Likert scale question. The question is: "8. How do you feel about the different aspects of the merger?". The scale ranges from "Very happy" to "Very concerned", with "Neither happy nor concerned" in the middle. The aspects being rated are:

Aspect	Very happy	Somewhat happy	Neither happy nor concerned	Some concerns	Very concerned
Some of the existing staff coming over to Kingfisher	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timeline of the merger - completed by 30 June 2021	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The possibility of giving new staff increased availability of appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change in location to Kingfisher Medical Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Below the scale, there are two text input fields for additional comments. The first is labeled "Let us know if you have any specific thoughts on any of these points - especially where you've got any concerns". The second is labeled "Please let us know any other thoughts or concerns you might have here". A progress indicator at the bottom shows "0 of 10 answered".

Source: <https://www.surveymonkey.co.uk/r/KingfisherMorningtonMerger>

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Messaging to patients

Key context

- Mornington Surgery and Kingfisher Medical Centre are planning to merge to form a single GP practice.
- An exact date has not yet been agreed although it is likely to be later this year.

Changes and improvements

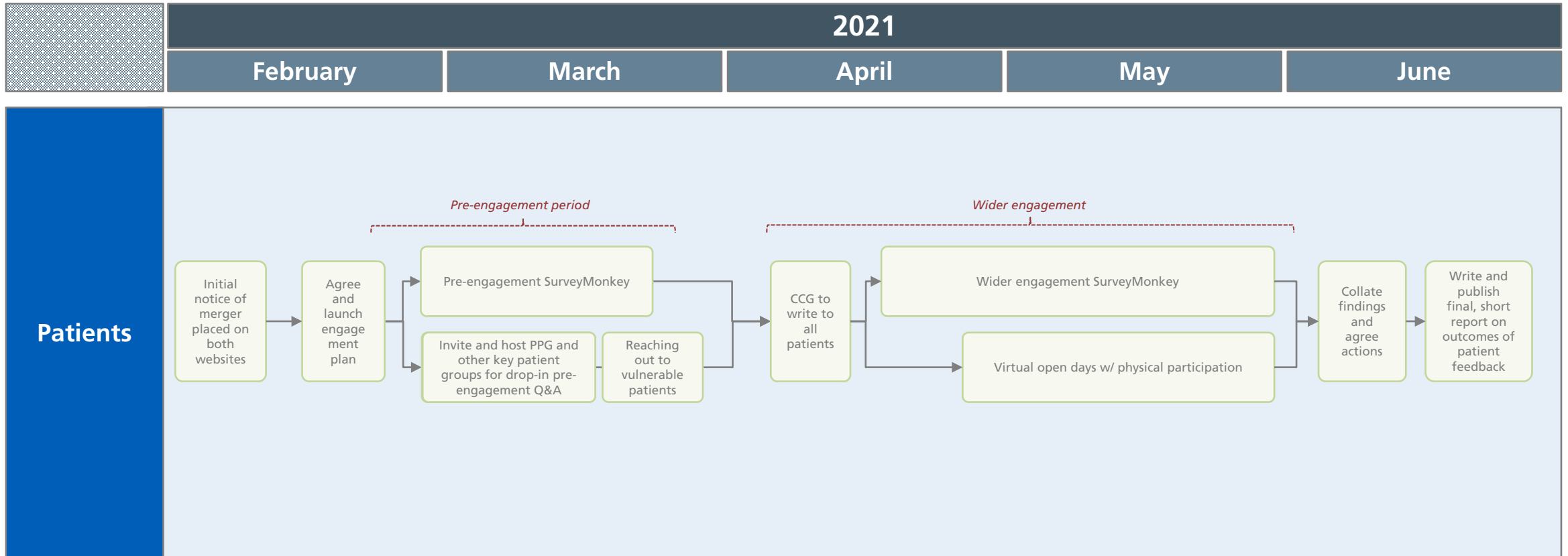
- Following the merger, *the current Mornington Surgery site will close*, meaning all services will be carried out at the newly refurbished Kingfisher Medical Centre premises
- Kingfisher Medical Centre *is a short walk away (c. 10 minutes)* on Staunton Street. There is good bus access (47, 188, 199, N1, N199) and on-street parking is available right outside. Kingfisher also has a branch site at Surrey Docks which may be closer to you depending on where you live. For directions click [here](#).
- *Some of the Mornington Staff are likely to move to the new practice* including Dr Krishna, Dr Mary and Dharshika Krishna.
- *Patients will also get to meet new staff at Kingfisher* including a number of very experienced GPs, a dedicated nurse, HCA, Paramedic, Pharmacist and Mental Health Nurse
- The new model is slightly different with a variety of different team members (also known as a 'skill mix'), but what it should mean is that *you'll get better access i.e. you'll be able to speak to a clinician sooner!*
- Because the merged practice will be bigger, we'll have more appointments and we'll be open for more hours, which should mean *more flexibility and better appointment availability*
- Kingfisher Medical Centre currently runs *Saturday clinics* so Mornington patients will have access to that service as well!

For more details about the merger, please have a read of our websites here: kingfishermedicalcentre.nhs.uk/mornington-surgery or mornington-surgery.co.uk.

If you have any other questions, feel free to get in touch with our dedicated email address at Feedback.KingfisherMorningtonMergery@nhs.net or call either practice number and we'll do our best to help you.

Engagement timeline

Completed
In Progress
Outstanding



Note: timeline shown is approximate for historical and estimated for future dates; colour coding as at 28th June 2021

SUMMARY OF ENGAGEMENT

Overview of engagement carried out

- We have engaged with our key patient groups as part of our pre-engagement and with the wider patient population as part of our wider engagement
 - Pre-engagement included our PPG, heavy users of the service and any vulnerable patient groups
 - Wider engagement followed the approval of the merger by the Primary Care Commissioning Committee (PCCC) and the sending out of a merger notification letter to all patients
- As part of this engagements, we have given patients access to our online SurveyMonkey survey (either directly online or via a paper form which was then transcribed to the online form)
 - The data gathered will be shown in summary in the following slides
 - Full SurveyMonkey results can be seen in Appendix 1 of this presentation
 - This link was available to patients via the website and brought to patients' attention on an ad-hoc basis during pre-engagement
- We have notified patients via banners on both websites and created a dedicated email address which is monitored for any questions/concerns that come in from patients
- We have also carried out 6 in-person and virtual drop-in Q&A sessions at Kingfisher Medical Centre and Mornington Surgery
 - Sessions have included both Kingfisher and Mornington clinical and management staff. The format of the sessions was a brief introduction by the Kingfisher team followed by an open Q&A and discussion following those points.
 - Pre-engagement: 2nd March, 3rd March, 4th March. In total we had 14 patients at these sessions (maximum capacity of room to keep the space COVID safe)
 - Wider engagement: 8th June, 9th June, 11th June. In total we had 7 patients including 1 via the circulated Microsoft Teams link.
- Comments from both the surveys and the in-person sessions can be seen on the following pages followed by summary data from the SurveyMonkey

Questions / comments received (1)

"How long will the appointments be"

Engagement session question

"Will I still be able to see Dr Krishna?"

Engagement session question

"Will repeat prescriptions stay the same?"

Engagement session question

"What services will you provide? Will blood tests be done in the practice or do we still have to go to the Waldron?"

Engagement session question

"Are you strict about catchment areas? I live quite far away but still want to see Dr Krishna"

Engagement session question

"I want a doctor who is as compassionate, empathetic and kind as Dr Krishna – what are your staff like at Kingfisher?"

Engagement session question

"When will the merger be happening?"

Engagement session question

"Will you be running any diabetes clinics?"

Engagement session question

"What do you do if you have an urgent issue?"

Engagement session question

"Do you do any out-of-hours sessions for those who work and can't come during the day?"

Engagement session question

"How do I get to Kingfisher – where is the nearest bus stop and what buses go there?"

Engagement session question

"Will you have enough doctors here if all the Mornington patients come over?"

Engagement session question

Questions / comments received (2)

"No concerns at the moment"

SurveyMonkey response

"too far to travel"

SurveyMonkey response

"It can be difficult to get appointments"

SurveyMonkey response

"I am concerned that I won't be kept on as a patient. Dr K has been my GP for decades, i would hate for that to change"

SurveyMonkey response

"I am always happy with the staff and doctors. The staff always help me. Hopefully this will continue"

SurveyMonkey response

"Do you have a reason why you want to merge. Please let us all know so we don't regret the merger"

SurveyMonkey response

"Hopefully this will improve patient care"

SurveyMonkey response

"Parking areas [are an area of concern]"

SurveyMonkey response

"I will miss mornington surgery"

SurveyMonkey response

"Mornington surgery is a small community and kingfisher will be a big community"

SurveyMonkey response

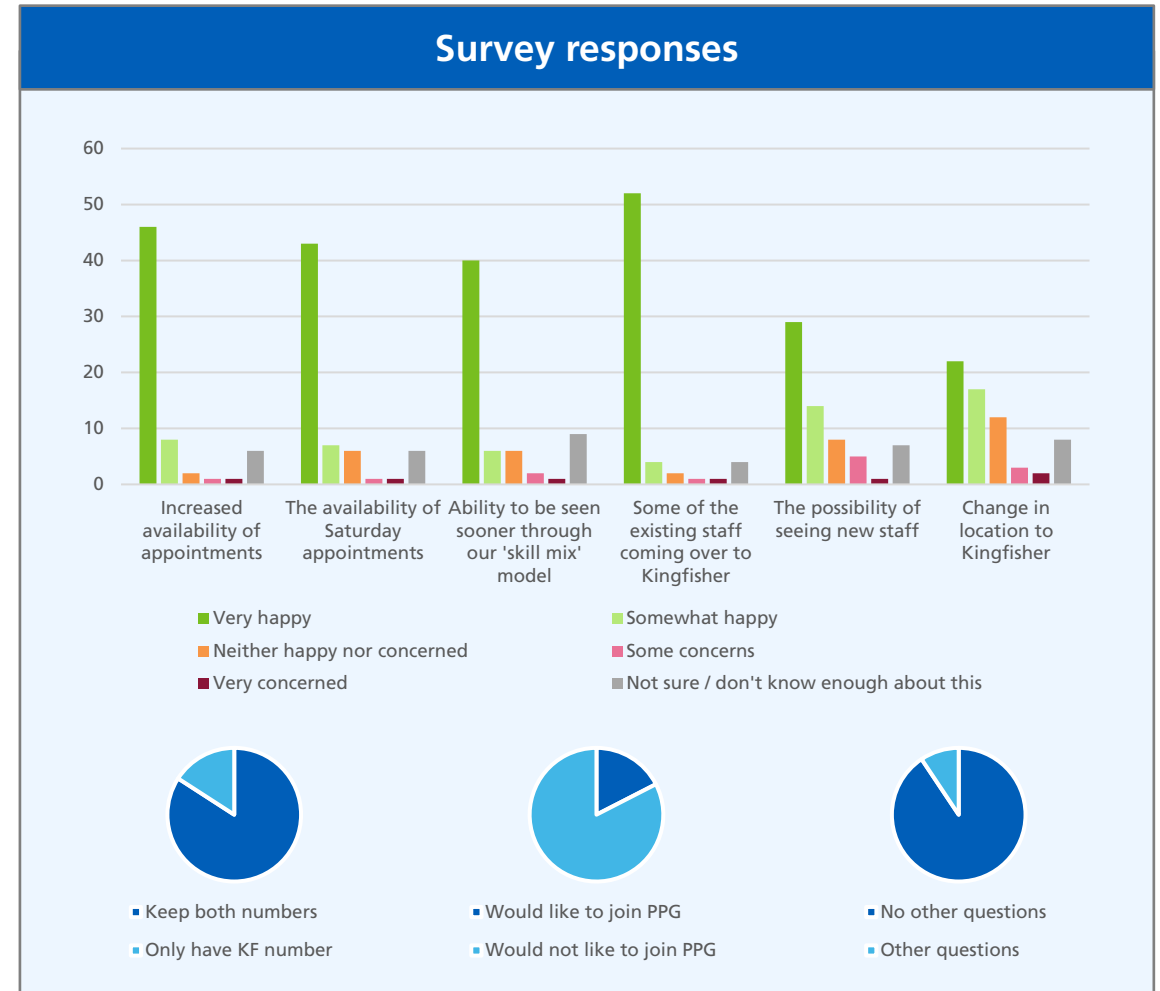
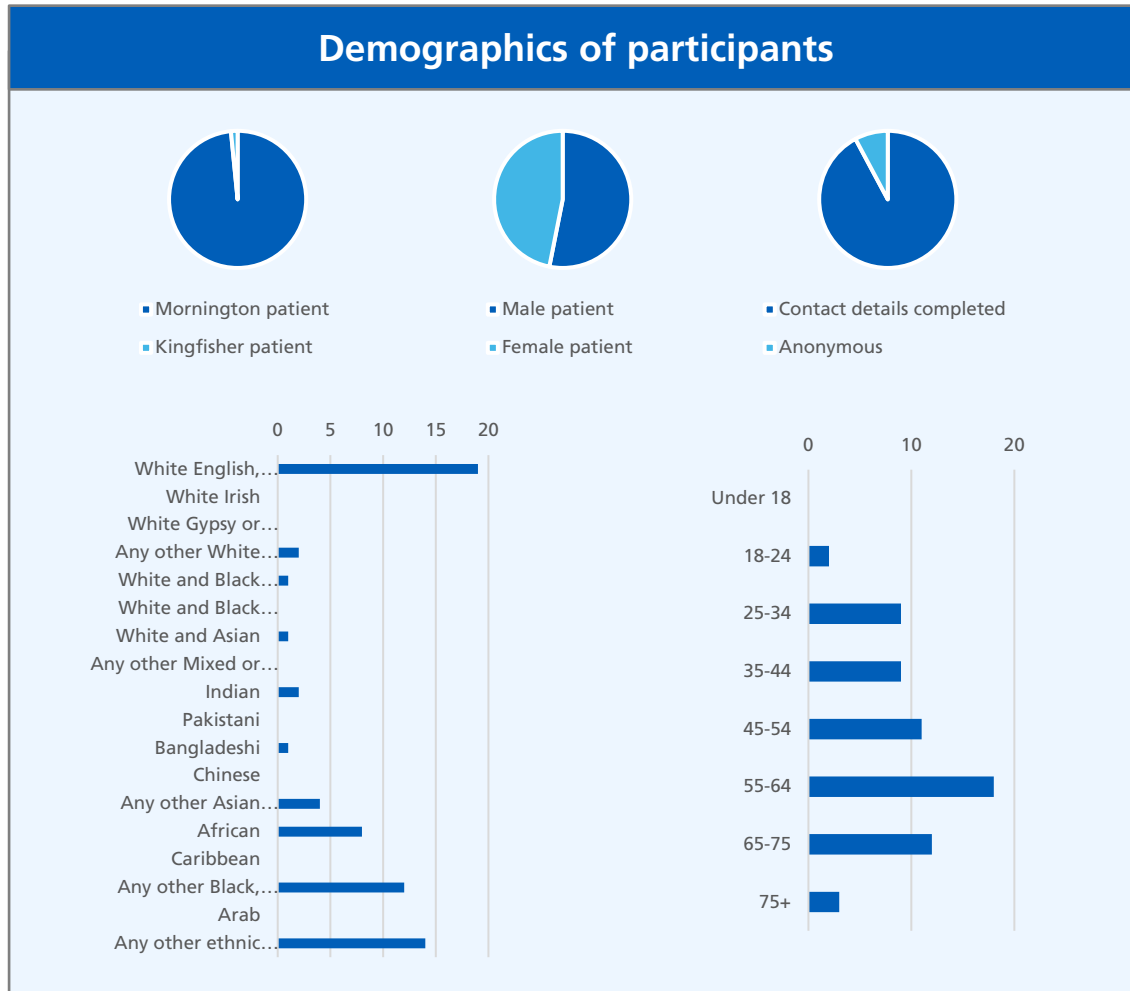
"This will be like attending the waldron clinic - too many people at once"

SurveyMonkey response

"You should only have one number otherwise it could get confusing"

SurveyMonkey response

SurveyMonkey data received



Source: SurveyMonkey data as at 28th June 2021. For full extract of SurveyMonkey data, please see appendix 1

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Outcomes from Engagement

- Following the pre-engagement, we reviewed the responses and incorporated them into our business case to the Primary Care Commissioning Committee (PCCC)
- The vast majority of our pre-engagement with patients was constructive and positive about the merger.
- On this basis, the PCCC approved the merger in May 2021
- Following this approval, all patients were notified of the merger by letter and wider engagement was carried out
- This wider engagement confirmed the outcomes of the pre-engagement i.e. that patients were broadly happy with the merger and excited about the improvements that could be made
- Regarding any specific questions or concerns, these have been addressed contemporaneously and we have produced a briefing for new patients that includes a detailed FAQ covering most of the areas of concern for any patients who haven't been able to send their questions in or attend a briefing session
- Staff have been briefed similarly, and we feel confident that we will be able to make this a smooth, positive transition for patients

Thank you for your time

From the teams at Mornington Surgery and Kingfisher
Medical Centre

For any questions on this report or anything else regarding the merger, please contact us on Feedback.KingfisherMorningtonMergery@nhs.net

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APPENDIX 1 – SURVEY MONKEY FULL OUTPUT

Respondent ID	Date started survey	Surgery	Age	Gender	Ethnicity	Have you already read about the merger online, read the information at the start of the survey or spoken to anyone in the team about it?	How likely are you to recommend your practice to friends/family?	Increased availability of appointments	The availability of Saturday appointments	Ability to be seen sooner through our 'skill mix' model	Some of the existing staff coming over to Kingfisher	The possibility of seeing new staff	Change in location to Kingfisher Medical Centre (with improvements as above)	Any specific thoughts/concerns	Would you like us to keep the same telephone numbers or prefer to have one number only?	Would you like to join our PPG?	Please let us know any other thoughts or concerns you might have here	Have you got any other questions about the merger that need answering?
12534263963	2021-03-30 10:21:17	Mornington Surgery	25-34	Female	White and Black Caribbean	Yes and I have as much information as I need right now	Extremely Unlikely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy	I believe this should of happened many years ago and is an exciting step in somewhat redeeming Mornington's reputation after the downfall it has seen in the last few years. Very exciting changes ahead!! Can't wait!	Keep Mornington Telephone number but have two numbers	No		No
12475198540	2021-03-09 11:50:11	Mornington Surgery	65-75	Male	African	Yes but I still have questions	Extremely Likely	Somewhat happy	Somewhat happy	Neither happy nor concerned	Very happy	Somewhat happy	Somewhat happy		Keep MT Tel	No	Mornington surgery is a small community and kingfisher will be a big community	Yes (please specify) - I will miss mornington surgery
12472952776	2021-03-08 17:47:04	Mornington Surgery	65-75	Female	White English, Welsh, Scottish, Northern Irish or British	No I haven't read about the merger	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy		Move to KF number	No	No concerns	No
12472915850	2021-03-08 17:36:20	Mornington Surgery	55-64	Male	White English, Welsh, Scottish, Northern Irish or British	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy		Keep MT Tel	No	No concerns at the moment	No
12472908354	2021-03-08 17:33:35	Mornington Surgery	65-75	Female	White English, Welsh, Scottish, Northern Irish or British	Yes but I still have questions	Likely	Very concerned	Very concerned	Very concerned	Somewhat happy	Not sure / don't know enough about this	Very concerned		Keep MT Tel	No	This will be like attending the waldron clinic - too many people at once	Yes (please specify) - afraid that appointments not be as available
12472901114	2021-03-08 17:31:02	Mornington Surgery	25-34	Male	Any other Black, African or Caribbean background	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy		Keep MT Tel	No	None	No
12472894424	2021-03-08 17:29:43	Mornington Surgery	35-44	Male	Indian	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Somewhat happy	Somewhat happy	Somewhat happy	Somewhat happy	Somewhat happy		Keep MT Tel	No	No concerns	No
12472842765	2021-03-08 17:13:15	Mornington Surgery	55-64	Female	White and Asian	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy	No concerns	Move to KF number	No	No concerns	No
12472774827	2021-03-08 16:52:18	Mornington Surgery	45-54	Male	Any other ethnic group	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy		Keep MT Tel	Yes	none	No
12472766158	2021-03-08 16:49:37	Mornington Surgery	45-54	Female	Any other Black, African or Caribbean background	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Somewhat happy	Very happy		Keep MT Tel	Yes	None	No
12472725175	2021-03-08 16:37:00	Mornington Surgery	45-54	Male	White English, Welsh, Scottish, Northern Irish or British	No I haven't read about the merger	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy		Move to KF number	No		No
12472712354	2021-03-08 16:33:04	Mornington Surgery	55-64	Female	Any other Black, African or Caribbean background	Yes and I have as much information as I need right now	Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Neither happy nor concerned		Keep MT Tel	No		No
12472707920	2021-03-08 16:31:49	Mornington Surgery	55-64	Male	Any other ethnic group	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy		Keep MT Tel	No		No
12472703444	2021-03-08 16:22:05	Mornington Surgery	55-64	Male	African	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Somewhat happy		Keep MT Tel	No		No
12472671819	2021-03-08 16:20:38	Mornington Surgery	18-24	Female	White English, Welsh, Scottish, Northern Irish or British	No I haven't read about the merger	Extremely Likely	Somewhat happy	Very happy	Very happy	Very happy	Somewhat happy	Very happy		Move to KF number	No	N/A	No
12472667090	2021-03-08 16:19:13	Mornington Surgery	65-75	Male	Any other Black, African or Caribbean background	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Somewhat happy		Keep MT Tel	No		No
12472618082	2021-03-08 16:04:27	Mornington Surgery	65-75	Female	White English, Welsh, Scottish, Northern Irish or British	No I haven't read about the merger	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Neither happy nor concerned		Keep MT Tel	No	too far to travel	No
12472612859	2021-03-08 16:02:52	Mornington Surgery	65-75	Male	White English, Welsh, Scottish, Northern Irish or British	No I haven't read about the merger	Extremely Likely	Very happy	Neither happy nor concerned	Very happy	Very happy	Very happy	Very happy		Keep MT Tel	No	Too far to travel	No
12472588158	2021-03-08 15:55:15	Mornington Surgery	45-54	Female	Any other Black, African or Caribbean background	Yes and I have as much information as I need right now	Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Somewhat happy		Keep MT Tel	No		No
12472581524	2021-03-08 15:53:10	Mornington Surgery	55-64	Male	Any other Black, African or Caribbean background	No I haven't read about the merger	Extremely Likely	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this		Keep MT Tel	No	n/a	No
12472577194	2021-03-08 15:51:49	Mornington Surgery	45-54	Male	White English, Welsh, Scottish, Northern Irish or British	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Neither happy nor concerned		Keep MT Tel	Yes	n/a	No
12472571789	2021-03-08 15:50:03	Mornington Surgery	25-34	Male	Any other ethnic group	Yes and I have as much information as I need right now	Likely	Very happy	Very happy	Neither happy nor concerned	Somewhat happy	Somewhat happy	Somewhat happy		Keep MT Tel	No	n/a	No
12472559887	2021-03-08 15:46:27	Mornington Surgery	25-34	Male	Bangladeshi	No I haven't read about the merger	Likely	Somewhat happy	Somewhat happy	Somewhat happy	Somewhat happy	Somewhat happy	Somewhat happy		Keep MT Tel	No		No
12472552998	2021-03-08 15:44:21	Mornington Surgery	35-44	Male	Any other Asian background	No I haven't read about the merger	Likely	Very happy	Very happy	Neither happy nor concerned	Very happy	Some concerns	Some concerns		Keep MT Tel	No	It can be difficult to get appointments	No
12472549016	2021-03-08 15:43:01	Mornington Surgery	35-44	Male	White English, Welsh, Scottish, Northern Irish or British	Yes and I have as much information as I need right now	Likely	Neither happy nor concerned	Neither happy nor concerned	Neither happy nor concerned	Neither happy nor concerned	Neither happy nor concerned	Neither happy nor concerned		Keep MT Tel	No	n/a	No
12472544861	2021-03-08 15:41:44	Mornington Surgery	45-54	Female	Any other ethnic group	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy		Keep MT Tel	Yes		No

12472537328	2021-03-08 15:39:24	Mornington Surgery	55-64	Male	Any other Black, African or Caribbean background	No I haven't read about the merger	Likely	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Keep MT Tel	Yes	Hopefully this will improve patient care	No
12472533476	2021-03-08 15:38:13	Mornington Surgery	55-64	Male	White English, Welsh, Scottish, Northern Irish or British	Yes and I have as much information as I need right now	Likely	Very happy	Very happy	Very happy	Very happy	Somewhat happy	Somewhat happy	Keep MT Tel	No		No
12472529548	2021-03-08 15:37:02	Mornington Surgery	75+	Male	Any other ethnic group	Yes and I have as much information as I need right now	Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Somewhat happy	Keep MT Tel	No		No
12472523076	2021-03-08 15:35:06	Mornington Surgery	18-24	Male	White English, Welsh, Scottish, Northern Irish or British	No I haven't read about the merger	Likely	Somewhat happy	Neither happy nor concerned	Not sure / don't know enough about this	Very happy	Some concerns	Very concerned	Keep MT Tel	No	I have never heard of Kingfihser	Yes (please specify) - I am fearful of the change in location due to personal comforts and mental issues
12472513622	2021-03-08 15:32:03	Mornington Surgery	45-54	Female	White English, Welsh, Scottish, Northern Irish or British	No I haven't read about the merger	Extremely Likely	Somewhat happy	Neither happy nor concerned	Not sure / don't know enough about this	Very concerned	Some concerns	Neither happy nor concerned	Keep MT Tel	No	I am concerned that I won't be kept on as a patient. Dr K has been my GP for decades, i would hate for that to change	No
12472445434	2021-03-08 15:10:43	Mornington Surgery	25-34	Female	Any other ethnic group	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy	Keep MT Tel	No		No
12472403885	2021-03-08 14:57:22	Mornington Surgery	25-34	Male	Any other Asian background	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy	Keep MT Tel	No	I am always happy with the staff and doctors. The staff always help me. Hopefully this will continue	No
12472390502	2021-03-08 14:52:56	Mornington Surgery	35-44	Female	Any other White background	No I haven't read about the merger	Likely	Very happy	Very happy	Very happy	Very happy	Somewhat happy	Neither happy nor concerned	Move to KF number	Yes	You should only have one number otherwise it could get confusing	No
12472378523	2021-03-08 14:48:57	Mornington Surgery	45-54	Female	Any other ethnic group	Yes but I still have questions	Extremely Likely	Very happy	Very happy	Not sure / don't know enough about this	Very happy	Not sure / don't know enough about this	Not sure / don't know enough about this	Keep MT Tel	No		Yes (please specify) - Why does Mornington Surgery have to merge?
12472371189	2021-03-08 14:46:32	Mornington Surgery	45-54	Male	Any other Black, African or Caribbean background	No I haven't read about the merger	Extremely Likely	Somewhat happy	Somewhat happy	Not sure / don't know enough about this	Very happy	Not sure / don't know enough about this	Not sure / don't know enough about this	Keep MT Tel	No		No
12472363039	2021-03-08 14:42:39	Mornington Surgery	35-44	Female	Any other Black, African or Caribbean background	No I haven't read about the merger	Neither Likely nor Unlikely	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Some concerns	Some concerns	Keep MT Tel	No		No
12472354137	2021-03-08 14:40:53	Mornington Surgery	55-64	Male	Any other ethnic group	No I haven't read about the merger	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy	Keep MT Tel	No		No
12472346248	2021-03-08 14:38:19	Mornington Surgery	35-44	Female	African	No I haven't read about the merger	Likely	Very happy	Very happy	Very happy	Very happy	Somewhat happy	Somewhat happy	Keep MT Tel	Yes		No
12472340585	2021-03-08 14:35:01	Mornington Surgery	65-75	Male	White English, Welsh, Scottish, Northern Irish or British	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy	Keep MT Tel	No		No
12472328194	2021-03-08 14:32:31	Mornington Surgery	55-64	Male	White English, Welsh, Scottish, Northern Irish or British	Yes and I have as much information as I need right now	Neither Likely nor Unlikely	Very happy	Very happy	Very happy	Very happy	Very happy	Somewhat happy	Keep MT Tel	No		No
12472323276	2021-03-08 14:30:53	Mornington Surgery	55-64	Male	Any other ethnic group	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Somewhat happy	Very happy	Very happy	Somewhat happy	Somewhat happy	Keep MT Tel	No		No
12472313170	2021-03-08 14:27:34	Mornington Surgery	45-54	Male	Any other Black, African or Caribbean background	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Somewhat happy	Very happy	Neither happy nor concerned	Somewhat happy	Keep MT Tel	No		No
12472306443	2021-03-08 14:25:22	Mornington Surgery	55-64	Female	Any other Black, African or Caribbean background	No I haven't read about the merger	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Neither happy nor concerned	Very happy	Move to KF number	No		No
12472301206	2021-03-08 14:23:38	Mornington Surgery	55-64	Male	Any other ethnic group	Yes and I have as much information as I need right now	Likely	Somewhat happy	Neither happy nor concerned	Neither happy nor concerned	Very happy	Neither happy nor concerned	Neither happy nor concerned	Keep MT Tel	No		No
12472290190	2021-03-08 14:20:04	Mornington Surgery	35-44	Female	Any other White background	No I haven't read about the merger	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Neither happy nor concerned	Not sure / don't know enough about this	Keep MT Tel	Yes	n/a	No
12472285178	2021-03-08 14:18:29	Mornington Surgery	65-75	Male	Any other ethnic group	Yes but I still have questions	Extremely Likely	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Very happy	Not sure / don't know enough about this	Not sure / don't know enough about this	Keep MT Tel	Yes		Yes (please specify) - Will ask in meeting
12472281145	2021-03-08 14:17:10	Mornington Surgery	55-64	Female	African	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Somewhat happy	Somewhat happy	Keep MT Tel	No		No
12472271929	2021-03-08 14:14:07	Mornington Surgery	55-64	Female	African	No I haven't read about the merger	Don't Know	Very happy	Somewhat happy	Some concerns	Very happy	Very concerned	Neither happy nor concerned	Keep MT Tel	No		Yes (please specify) - Will it be possible to still see the same Dr I registered with?
12472267994	2021-03-08 14:12:51	Mornington Surgery	55-64	Male	African	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Very happy	Keep MT Tel	No		No

12472262751	2021-03-08 14:11:07	Mornington Surgery	45-54	Male	Any other ethnic group	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Neither happy nor concerned	Keep MT Tel	No		No	
12472251813	2021-03-08 14:07:35	Mornington Surgery	55-64	Female	White English, Welsh, Scottish, Northern Irish or British	Yes and I have as much information as I need right now	Likely	Very happy	Very happy	Very happy	Very happy	Neither happy nor concerned	Neither happy nor concerned	Keep MT Tel	No		No	
12472245449	2021-03-08 14:05:31	Mornington Surgery	25-34	Female	White English, Welsh, Scottish, Northern Irish or British	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Neither happy nor concerned	Neither happy nor concerned	Move to KF number	No	n/a	No	
12472232311	2021-03-08 14:01:15	Mornington Surgery	65-75	Male	Any other Asian background	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Somewhat happy	Very happy	Very happy	Very happy	Very happy	Keep MT Tel	No	Change is very good to go towards	n/a	No
12472227264	2021-03-08 13:59:31	Mornington Surgery	25-34	Female	African	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Somewhat happy	Keep MT Tel	No		No	
12472220842	2021-03-08 13:57:16	Mornington Surgery	75+	Male	Indian	Yes and I have as much information as I need right now	Extremely Likely	Very happy	Very happy	Somewhat happy	Very happy	Very happy	Very happy	Keep MT Tel	Not sure, will see later		No	
12472214821	2021-03-08 13:55:08	Mornington Surgery	65-75	Female	Any other Asian background	No I haven't read about the merger	Likely	Somewhat happy	Very happy	Very happy	Very happy	Very happy	Very happy	Keep MT Tel	Yes		No	
12472209232	2021-03-08 13:53:01	Mornington Surgery	35-44	Female	White English, Welsh, Scottish, Northern Irish or British	Yes and I have as much information as I need right now	Likely	Neither happy nor concerned	Neither happy nor concerned	Neither happy nor concerned	Neither happy nor concerned	Neither happy nor concerned	Neither happy nor concerned	Keep MT Tel	No		No	
12472187004	2021-03-08 13:45:01	Mornington Surgery	55-64	Female	Any other Black, African or Caribbean background	No I haven't read about the merger	Extremely Likely	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Not sure / don't know enough about this	Move to KF number	No		Do you have a reason why you want to merge. Please let us all know so we don't regret the merger	No
12472165777	2021-03-08 13:36:25	Mornington Surgery	35-44	Female	African	No I haven't read about the merger	Likely	Not sure / don't know enough about this	Not sure / don't know enough about this	Somewhat happy	Very happy	Somewhat happy	Not sure / don't know enough about this	Keep MT Tel	No		No	
12466552902	2021-03-05 17:40:59	Kingfisher Medical Centre	25-34	Female	White English, Welsh, Scottish, Northern Irish or British	Yes but I still have questions	Neither Likely nor Unlikely	Some concerns	Some concerns	Some concerns	Some concerns	Some concerns	Some concerns	Keep MT Tel	No		i am concerned at the merger because the reason why i joined and like kingfisher is that its not too long to wait to see someone/get an appointment - i feel like this will change now with the merger. Also when i first moved to new cross i tried to sing up to mornington surgery and the reception staff were incredibly rude. its probably a good thing for mornington patients, bad for existing kingfisher patients. I don't want to be sent all the way to surrey docks because the new cross surgery is too busy.	No
12454904674	2021-03-02 12:14:42	Mornington Surgery	65-75	Male	Any other ethnic group	No I haven't read about the merger	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Very happy	Somewhat happy		Yes	Parking areas	No	
12454898960	2021-03-02 12:12:29	Mornington Surgery	65-75	Female	White English, Welsh, Scottish, Northern Irish or British	No I haven't read about the merger	Extremely Likely	Very happy	Very happy	Very happy	Very happy	Somewhat happy	Very happy	Move to KF number	No		No	
12454891350	2021-03-02 12:09:09	Mornington Surgery	75+	Female	Any other ethnic group	No I haven't read about the merger	Extremely Likely	Very happy	Very happy	Somewhat happy	Very happy	Somewhat happy	Somewhat happy	Move to KF number	No		No	