

Leicestershire & Lincolnshire Area Team  
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4 August 2014

Dear Patient

As a patient registered with Burton Road Surgery, you have received this letter as part of our consultation process to shape how services will be delivered from this surgery in the future.

#### What's happened so far

On 27 May 2014 we sent all patients a letter explaining that NHS England in Lincolnshire would close Burton Road Surgery on 30 September and that you would need to register with another practice. We asked you to complete a short survey about these changes and provided details of events you could attend to ask any questions or give us your views.

Following your feedback, we are aware of the need for further consultation and therefore the surgery will not be closing on 30 September 2014.

Burton Road Surgery will continue to be run by the current provider (Lincolnshire Community Health Services NHS Trust) until 30 June 2015. This will allow time for a fuller consultation, the decision-making process, and the steps required to implement the decision.

#### Next steps – tell us your views

As a patient registered at Burton Road Surgery, we would like your views on how we can deliver these services in the future. You will receive an additional envelope which will include a survey with further details on the two available options and asks for your feedback on these. We would appreciate you completing and returning this to us in the freepost envelope by the deadline of 5pm on **17 September 2014**.

If you prefer you can fill this in online by visiting the following web address:  
[www.surveymonkey.com/s/burtonroadsurgeryconsultation2014](http://www.surveymonkey.com/s/burtonroadsurgeryconsultation2014)

This will ensure your views influence the final decision on the future of this surgery. **We still need your views, even if you have completed the survey we sent to you in May.**

We are also holding three drop-in events to answer any questions or queries that you may have in relation to this process or around the patient survey. Details of these can be found in the survey.

Please continue to use Burton Road Surgery as normal. We would like to assure you that our priority remains to find the best possible solution for the provision of services for you as a patient.

If you have any questions about the content of this letter or the survey, please contact the NHS England primary care team on 0116 295 0860 (Monday to Friday 9am to 5pm) or email your query to [england.leiclincsmedical@nhs.net](mailto:england.leiclincsmedical@nhs.net) (please use the subject line 'Burton Road Surgery Consultation').

Yours faithfully



**Dr David Sharp**  
**Director (Leicestershire and Lincolnshire Area)**  
**NHS England**

If you require this information in an alternative format, please contact 0116 295 0860 (calls via Typetalk / Text Relay welcome)

Caso pretenda ajuda para compreender o conteúdo deste documento, por favor ligue para o 0116 2954743

如果您在理解本档的内容时需要任何帮助，请致电 0116 2954743

Jei norétumėte, kad kas nors padėtų suprasti šį dokumentą, skambinkite tel. 0116 2954743

Ja jums nepieciešama palīdzība, lai saprastu šī dokumenta saturu, lūdzam zvanīt uz 0116 2954743

Hadii aad u baahantahay in lagaa caawiyo fahmida qoraalka ku qoran documintigaan fadlan nagala soo xiriir telefoonkaan 01162954743.

Jeśli potrzebujesz pomocy w zrozumieniu treści tego dokumentu prosimy o telefon pod numer 0116 2954743.