

Central Midlands (Sub Region)

Cross O'Cliff
Bracebridge Heath
Lincoln
LN4 2HN

Tel: 0113 824 7433

Email: england.leiclincsmedical.nhs.net

If you require this information in an alternative format, please contact 0113 824 7433 (calls via Typetalk / Text Relay welcome)

9 March 2015

Dear Patient

Burton Road Surgery

I wrote to registered patients of Burton Road Surgery last October to advise that we were going to advertise the opportunity to provide primary care services for at least the next five years. I also said that I would write to all patients registered with the practice again when the outcome was known.

I am therefore pleased to be able to advise you that we have now identified a new provider of GP services for the surgery and that a contract has been signed with Universal Health, effective from Wednesday 1 July 2015.

I appreciate it has been an unsettling time for patients, and would like to thank all those who have contributed their views over recent months to reach this final outcome for the future of primary care services at Burton Road.

I am confident that Universal Health is the provider who can best give patients a high standard of quality care. The surgery will continue to offer the same services to patients from its existing premises and is likely to employ a number of the existing practice team, but under different supervision. For more information, please see the attached letter from Universal Health.

Universal Health will be able to contact patients directly once they take over the contract in July. In the meantime however, they are hoping to organise an opportunity in June for the local community to meet key representatives from Universal Health Ltd and raise any queries they may have before the contract commences. More information will be sent out once details of this are finalised.

What does this mean for me?

If you are currently registered and receive services from Burton Road Surgery, you do not need to do anything and can continue to contact the surgery in the usual way.

You can register with an alternative surgery if you wish. You can find out more by visiting the NHS Choices website at www.nhs.uk; if you do not have access to the internet, please contact the Patient Advice and Liaison Service on 0845 602 4384.

We would like to reassure you that we will continue to work with the existing provider and Universal Health to ensure any disruption to your medical services is kept to a minimum. Please bear in mind there may be a need for some changes during the initial period; for example, if you access online services at the practice, you may be asked to re-register for this service.

If you have any questions or concerns please contact us by telephone on 0113 824 7433 or by email at england.leiclinicsmedical@nhs.net

Yours sincerely



Dr David Sharp
Director of Commissioning Operations, NHS England, Central Midlands (Sub Region)

Enc

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 norėtumėte, 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.

Universal Health Ltd

Office 7
Fairfield Enterprise
Centre,
Lincoln Way
Fairfield Industrial Estate
Louth
LN11 0LS

01507 617740

Dear Patient

We would like to take this opportunity to introduce ourselves and confirm that we will be providing the services at Burton Road Surgery from 1st July 2015.

We are delighted to have been given this opportunity and look forward to working with staff and the local community to continue improvements in your practice.

We would like to reassure you that the change of provider will not affect the day-to-day healthcare you can expect from the team, as our aim is to provide a seamless transfer of services. It is anticipated that services will remain in their current location and staffing will largely remain unchanged as a consequence of this change of provider.

Universal Health is a partnership between Lincolnshire and District Medical Services and Lincolnshire Partnership NHS Foundation Trust. We bring with us a wide range of knowledge in primary care (GP) services, as well as the infrastructure of a well-established local NHS provider organisation.

We are committed to our staff and patients and wish to engage with both to deliver a service that is caring, safe, high quality and fit for the future.

If you have any questions or require further information, please do not hesitate to contact us via your local surgery team.

Yours sincerely

Universal Health Ltd



*Dr Neal Parkes
Chief Executive*



*Dr John Brewin,
Chief Executive*

A partnership between



Lincolnshire Partnership 
NHS Foundation Trust