

Our Ref: SM/sm

NHS England
18-20 Massetts Road
York House
Horley
RH6 7DE
england.primarycare.southeast@nhs.net
Tel: 01293 729298

13 January 2016

Dear Sir/Madam

Re: Changes affecting your care at The Practice Willow House, 50 Heath Hill Avenue, Lower Bevendean, Brighton, BN2 4FH

I am writing to inform you of planned changes at the Practice Willow House.

What has happened?

The healthcare provider, The Practice Group, has informed NHS England that they wish to stop providing GP services at the surgery.

What should you do?

Please note that you do not have to take any action at this point. The Practice Willow House will continue to provide services to you at the current time. We will write to update you as soon as possible about future arrangements for your care.

What are we doing about it?

Our priority is to make sure that you can continue to see a doctor when you need to. We are exploring the available options to achieve this but wanted to make sure you were informed straight away about the situation.

We are working to ensure we can give you as much notice as possible about the future arrangements for your care and will send you further information as soon as we are in a position to do so.

We may need to ask you to register with a new GP practice in order to make sure you can continue to get medical care when you need it, but no decisions have yet been made about this. You will be given as much notice and support as possible to register at a new GP practice if this is the case.

How can I give my views?

The purpose of this letter is to invite you to provide us with any feedback you wish to give about arrangements for your future care, including any issues you want us to consider in making a decision about this or any concerns you may have.

All feedback will be considered by NHS England in reaching a final decision about how to ensure your ongoing care.

Please contact us with any feedback about your future care by Friday 19 February. You can contact us in the following ways:

Email: england.primarycare.southeast@nhs.net

Post: Primary Care Team
NHS England
18 – 20 Massetts Road
York House
Horley
RH6 7DE

Telephone: 01293 729298

What will happen next?

We will write to update you again as soon as we can, once we have taken into account all patient feedback, reviewed all options and have made a final decision.

We understand this may be an uncertain time for you and that you may be concerned about your ongoing care. Please be assured that we are exploring all options to make sure you can continue to get care from a doctor locally, when you need it in the future.

In the meantime if you have any queries about the process, you can contact us using the contact details above. If you have any queries about your individual care, please contact The Practice Willow House direct.

Yours sincerely,



Sarah Macdonald
Director of Commissioning
NHS England South (South East)

This information can be made available in formats such as easy read, or large print and may be available in alternative languages on request. Please contact NHS England on 01293 729298 or email england.primarycare.southeast@nhs.net, or speak to reception staff at the surgery.