

NHS England
18-20 Massetts Road
York House
Horley
RH6 7DE

england.primarycare.southeast@nhs.net

Tel: 01293 729298

11 March 2016

Dear Sir/Madam

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

We recently wrote to you to explain that The Practice Group had given notice on their contract to provide services at The Practice Willow House. In response to their decision, we need to make sure you can continue to get the care that you need.

We have now asked The Practice Group to provide care at the surgery for a longer period, so that we have as much time as possible to put in place new arrangements for your care.

This means The Practice Group will be providing your care at The Practice Willow House until the end of September 2016. You can continue to use services at the surgery until then and do not need to take any action at this point.

Our priority is to ensure you can continue to access local care from a doctor when you need it, after September 2016, and we understand that you will want clarity about this as soon as possible.

We recognise this is a difficult period for patients, but we need to do some further checks to make sure we get the right solution that will provide you with the best possible ongoing care.

As soon as we have done this and have reached a final decision, we will update you about the arrangements we have put in place for your continued care after the end of September 2016.

We want to reassure you again that you do not need to take any action at this point and can continue to use The Practice Willow House in the normal way in the meantime.

If you have any queries, you can contact us on 01293 729298 or at england.primarycare.southeast@nhs.net . Alternatively, write to:

Primary Care Team,
NHS England South (South East)
York House,
18-20 Massetts Road
Horley,
Surrey
RH6 7DE

Yours sincerely,

A handwritten signature in blue ink that reads "Sarah Macdonald."

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.