

The City Wellbeing Practice

3 February 2021
NHS Number

Dear Patient,

City Wellbeing Practice is merging with Brayford Square Surgery to provide you with a better and more sustainable service including additional clinical expertise.

We are pleased to inform our patients that City Wellbeing Practice will be merging with Brayford Square Surgery, a neighboring practice to become one single Practice from the 1st April 2021.

Why are you merging Practices?

We have been carefully considering a merger for some time. We feel that this is the right time to undertake a merger and combine our efforts, so that we can create more opportunities for developing services and improving patient care in these challenging times. We have a shared belief in making a continued positive difference to our patients and have worked closely together for many years.

As the pressure increases on General Practice, we believe the best way to continue to offer our patients a high quality, person centered and sustainable service into the future is to merge our practices. By joining the two Practices and sharing resources, we will be able to deliver a better service to our patients, for example, by sharing clinical expertise and staff.

How will this merger affect my care?

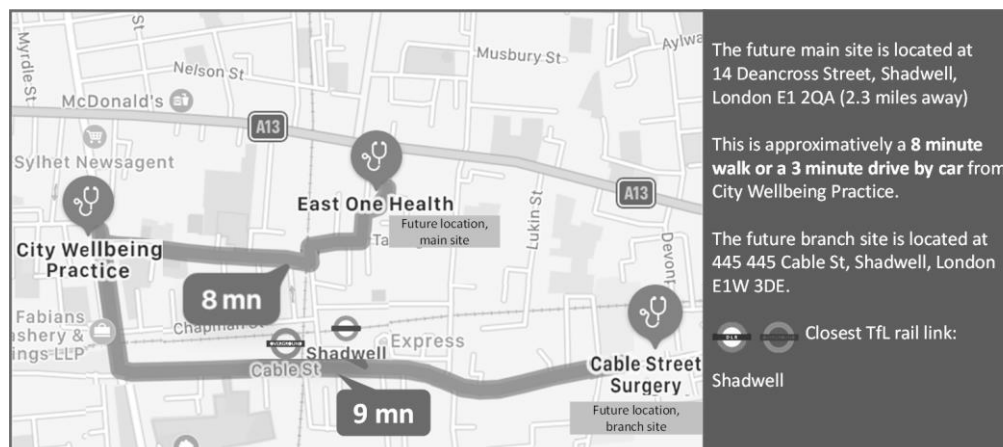
- There will be no impact on the care that you receive
- You can continue to see the same Doctor or Nurse that you see at the moment
- There will be no reduction in services, GP and nurse appointments will not be reduced
- Telephone and digital contact remains the same

Do I need to re-register with my GP?

The merger has no effect on your registration. If you are happy to remain registered **you don't need to do anything.**

Are there plans to close either of the sites?

For now, both sites will remain open. There is a plan to close the two current sites and relocate to a new site in Autumn 2021. The new site is a modern, purpose built health centre that is being vacated by another local Practice.



We will be writing to you again later this year to provide you with more information regarding the relocation.

How to get involved?

We want to hear from you so you can talk to us about the merger and planned future relocation and share any queries or concerns that you may have.

- Please attend a Virtual Patient Drop in Session

To ensure patients remain safe, we are unable to organise any face to face events, due to COVID-19 social distancing requirements.

We have arranged two virtual drop in sessions:

Date	Time	Meeting details (zoom or dial in)
Thursday 25 th February 2021	from 12:30 to 13:30	<u>Virtual:</u> https://zoom.us/join Meeting ID: 845 6611 0021 Passcode: 0000 <u>Dial in:</u> +44 203 901 7895 Meeting ID: 84566110021#
Thursday 25 th February 2021	from 16:30 to 17:30	<u>Virtual:</u> https://zoom.us/join Meeting ID: 882 2227 2015 Passcode: 0000 <u>Dial in:</u> +44 203 901 7895 Meeting ID: 8822272015#

If you would like to take part in one of the virtual drop in sessions, please email THCCG.TowerMedical@nhs.net to confirm your name and e-mail address. If you are unable to attend, you can contact the Practice to share any queries or concerns you may have. A Frequently Asked Questions (FAQ) document may also be requested via this email address and is also available on the practice website (<https://www.citywellbeingpractice.nhs.uk>).

We also want to seek your views via a patient survey:

- Complete the online patient survey before the 14th of March 2021
<https://www.surveymonkey.co.uk/r/VBBZTZV>

Alternatively, printed copies of the survey can be posted to you for return through the Practice letterbox. Please contact the Practice directly to arrange this. The closing date for receipt of your comments is 14th of March 2021.

If you have any questions about this letter and require further explanation please contact please speak to the reception staff at your practice:

Tel: 020 7488 4240 or email: THCCG.TowerMedical@nhs.net

Yours sincerely,

Bdougall

Dr Ben Dougall

Brenda Manoharan

Dr Brenda Manoharan

Rajivi Sanjeevi

Dr Rajivi Sanjeevi

Salman Uddin

Dr Salman Uddin

This information is available for translation, audio, large print and braille; please call 0800 952 0119 and use the reference code 1361358.