Dear Patient or Patient parent/carer/guardian

We are writing to inform and remind you of upcoming changes to your GP practice which will ensure that the healthcare you receive continues to be responsive, effective and timely.

From 31st March 2020, the branch site, of The Heron Medical Practice at William Street, will close with all staff and clinics transferring to the other sites at St Anne’s Surgery, Beltinge and Reculver Surgery and Hersden Surgery. This will maximise the benefits for patients and staff of working across less sites whilst ensuring stability and continuity in the care that is provided for you.

Key Information:

- The closure of the William Street site will happen on the 31st March 2020, access to your regular GP will continue as before and you can choose to attend any of the other sites. Your registration with the Heron Medical Practice will not change, your medical records will remain with The Heron Medical Practice – you do not need to do anything.

- If you have an existing repeat prescription, this will continue to be issued as it is now with no action required by yourselves. Please request this in the way you would normally.

- Practice telephone numbers, contact details and opening times at The Heron Medical Practice will remain exactly the same as they are at present.

Summary:

This letter is for your information only, there is no action required by patients.

If you have any questions or concerns that are not answered in the Frequently Asked Questions below, then please ring NHS Canterbury and Coastal Clinical Commissioning Group (CCG) on 03000 424686, rather than the practice. The CCG is responsible for ensuring that all patients have access to GP practice services in the area.

Sent on behalf of the Doctors and Staff of The Heron Medical Practice
1. **What difference will this make for me as a patient?**
   The practice is determined to maintain a patient centred service, other than the site you visit you should see very little change in the services that you receive as a patient. You will continue to see the same staff. The Heron Medical Practice is fully committed to enhancing services that are effective and sustainable long-term.

2. **How can I access the surgery and its services?**
   The telephone number will remain the same (01227 740000), or you can register for online services that enables you to make an appointment or order your repeat prescription online. Please speak to one of our reception team if you would like to register for this service.

3. **Who will be the Doctors?**
   There will be no changes to the Doctors or the clinical team at the practice.

4. **What services can I expect?**
   We will work hard to ensure continuity of care provision through:
   - Urgent conditions / illnesses will be assessed either by telephone or seen on the day
   - Online appointment booking
   - Online repeat prescriptions
   - Text confirmation and reminder of appointments
   - The ability to speak to a GP, Nurse Practitioner, Paramedic Practitioner or Nurse via the telephone
   - Planned and coordinated care to minimise the number of times that a patient needs to visit the practice
   - Our other clinicians will also be available, including: Nurse Practitioners, Paramedics, Pharmacists and Specialist Nurses

5. **Will you be making staff redundant?**
   No, we will not be making any staff redundant: all staff will continue to work for The Heron Medical Practice.

6. **Will I still be able to have online access?**
   Yes, if you are currently registered for online services you can continue to utilise them. If you are not registered for online services, then please speak to the Surgery on how you can register. Appointments can be made and cancelled via online booking, plus the ordering of your repeat prescriptions.