

28 February 2018

Dear Patient/Guardian/Carer

For the attention of patients of Croft Medical Centre: Croft Medical Centre and Lisle Court Medical Centre (and Bishop's Tachbrook Branch Surgery), Practice Merger.

On the 1st April 2018 the provider of healthcare services at Croft Medical Centre, Calder Walk, Sydenham, Leamington Spa, CV31 1SA will take over the running of primary care services at Lisle Court Medical Centre, Brunswick Street, Leamington Spa, CV31 2ES.

As part of this change in management, from 1st April 2018 Dr Madagan and Dr Banerjee will continue to offer patient appointments within the new organisation.

From 1st April the process by which you book GP appointments at Croft Medical Centre will not be affected. Also, the extended range of services offered, including extended hours on Mondays, Tuesdays and Thursdays will continue to be provided. Immediate appointments at either GP practice will not be affected.

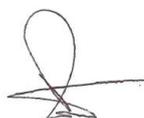
This letter is for your information only; you do not need to take any action. There should be no disruption to your healthcare services. Your records will be shared within the new organisation to ensure you continue to receive the same level of healthcare. If you already have an appointment booked on or after 1st April 2018 then attend it as you normally would unless you are contacted and told something different.

If you have any questions or concerns, please come and talk to the team at one of the following drop in sessions at the practice on:

- Tuesday 13th March, 12.30pm – 1.30pm, Croft Medical Centre
- Thursday 15th March, 12.30pm – 2pm, St Chad's Centre, Bishop's Tachbrook
- Thursday 15th March, 6.00pm – 7.30pm, Lisle Court Medical Centre

You can also contact via email on Contactus@southwarwickshireccg.nhs.uk or visit your GP website for further information at <http://www.croftmedical.co.uk>

Yours sincerely



Dr A Warner
Croft Medical Centre



Dr N Madagan
Lisle Court Medical Centre

If you require this letter in an alternative version such as large print or help in understanding the information within, for example - in your community language, please contact our communications team about alternative formats:

Please call: **01926 353810** or email: communications@ardengemcsu.nhs.uk

Lisle Court Medical Centre, Brunswick Street, Leamington Spa. CV31 2ES
Croft Medical Centre, Calder Walk, Sydenham, Leamington Spa. CV31 1SA

Frequently Asked Questions: Lisle Court Medical Centre and Croft Medical Centre (and Bishop's Tachbrook Branch Surgery) from 1 April 2018

How has this come about?

GP Partners at Lisle Court Medical Centre, Dr Madagan and Dr Banerjee, have decided that they would like to step down from the management of GP services at Lisle Court Medical Centre. However, they wanted to ensure the ongoing operation of your surgery and the best possible solution for all patients in the future; so they will continue to be available for consultations.

Do I need to do anything?

No, your details and your medical records will be available to the new organisation, Croft Medical Centre, Calder Walk, Leamington Spa CV31 1SA and you will continue to be a registered NHS patient.

Will my GP practice be called something different?

No, Lisle Court will just become a branch surgery of Croft Medical Centre, in the same way as there is already a Bishops Tachbrook Branch Surgery as part of the Croft Medical Centre.

Will I still be able to make an appointment at my usual practice?

Yes, please continue to contact your practice as normal and you'll be able to make an appointment to see a doctor or a practice nurse. If you have an appointment already booked that is on or after 1 April 2018 then you should attend it as you would normally.

I am in the middle of a course of treatment/am pregnant/have a long-term condition.

What should I do?

If you currently are on a course of medication, are pregnant or receive repeat medication then this will not be affected, so continue with what you have been advised until you are advised differently.

My prescription is due on or after 1 April. What should I do?

There will be no change to your repeat prescription service. Your prescription will be available to you in the normal way you would receive it (collection/pharmacy/delivery).

Will there be a change to appointment times?

Morning and afternoon surgery appointments will still be on offer, as well as the additional late evening appointments. This may change as the combined organisation develops and it looks to provide more services locally.

Will there be any changes to services?

Yes. There will be additional services available to Lisle Court Medical Centre patients as a result of this merger. Please refer to the new Croft Medical Centre patient leaflet which will be available from 1st April 2018.

I normally go to the practice for my flu vaccination, will this still be available?

Flu vaccinations will be happening as normal, please watch for updates within the practice and visit the practice websites for more information.

Why are we only being told now about the changes to the GP practices?

South Warwickshire Clinical Commissioning Group has been working hard to ensure that your services continue without disruption on and after 1 April 2018. You are notified now to reassure you that your GP services should not be affected.

I have been with this practice for some years and I'm concerned about having a new doctor/my doctor will not be available.

Dr Madagan and Dr Banerjee will continue to offer appointments at Lisle Court Medical Centre, supported by additional GPs from Croft Medical Centre. We are committed to ensuring that everyone has access to high quality care from GP practices. All GP practices, and their staff, have to meet certain standards, and NHS England and the Care Quality Commission regularly inspect and monitor practices to ensure they meet these.

What will happen to the staff at the practices?

Both Lisle Court Medical Centre and Croft Medical Centre know how important staff are to the service and to patients. Staff will continue working from their main site but will move between sites depending upon the needs of the business.

How will Croft Medical Centre manage to take on the patients of Lisle Court Medical Centre, will this stretch their capacity?

The Medical Centre at Lisle Court will become a Branch Surgery of Croft Medical Centre and Dr Madagan and Dr Banerjee will continue to work within the new organisation. The existing doctors at Croft Medical Centre will also hold clinics at Lisle Court Branch so they can get to know existing Lisle Court patients.

Can I change practice if I am not happy with the new organisation?

Yes.

How do I know which practice to choose?

You can contact South Warwickshire Clinical Commissioning Group for a list of all practices in the South Warwickshire area that are taking on new patients. Telephone 01926 353 700 or email Contactus@southwarwickshireccg.nhs.uk

If you have access to the internet, you can put your postcode into the NHS Choices website at www.nhs.uk to find your nearest GP surgeries. As well as finding your nearest practices, you can find out lots of information to help you choose. This includes how many GPs there are at surgeries, their opening hours, what services they offer, and also how they've performed in inspections and what their patients think of them.

I am not happy and I would like to make a complaint:

You can make a complaint by:

Visit our website: <http://www.southwarwickshireccg.nhs.uk>

Email: swccgcomplaints@nhs.net

Telephone: 01926 353 700

Write to: Complaints Team, NHS South Warwickshire Clinical Commissioning Group
Westgate House, Warwick, CV34 4DE