



**North Hampshire  
Clinical Commissioning Group**

Central 40, Lime Tree Way  
Chineham Business Park,  
Basingstoke, RG24 8GU

Date

First Name Second Name  
Address line 1  
Address Line 2  
County  
Postcode

Dear [Patient name],

**Information for patients at Cedar Medical Beggarwood Practice, Basingstoke**

You have received this letter because you are currently a Cedar Medical patient that attends the Beggarwood Practice surgery. We are delighted to let you know that North Hampshire Urgent Care (NHUC) will be taking over Beggarwood Practice. NHUC through its Hantsdoc division is a well-established, local, not for profit community benefit society, who has provided out of hours GP services in the area for over 20 years. This development is an exciting opportunity, which will allow them to provide the quality services you have said are important to you locally. They will provide GP services with the site remaining a GP surgery. It will not become a drop-in centre which we know some people have heard.

**We would like to assure you the Beggarwood Practice surgery will remain open and you will continue to be able access appointments and healthcare services at the Beggarwood site.**

Responsibility for your care will transfer automatically to North Hampshire Urgent Care at Beggarwood surgery on **07 September 2019**. This will include the secure transfer of your electronic care records.

You do not need to do anything. We have taken this action to ensure continuity of care and your registration to the new provider will take place automatically.

We have provided you with a list of frequently asked questions to answer any concerns you may have in relation to your medicines, access to results or upcoming appointments with a specialist services.

**What happens next?**

North Hampshire Urgent Care will hold the contract to provide primary care services at the Beggarwood surgery from the 08 September 2019.

As mentioned earlier, no further action is required on your part.

You do however have the right to register with any other practice whose boundary includes your home address. Details of practice boundaries are on most practice websites, in individual practice leaflets and on the NHS Choices website.

If you wish to register at any other practice, please do this by **14 August 2019. If you have not registered with another practice by this date, responsibility for your care will automatically be transferred to the new provider.** If you have missed this opportunity and would like to register with any other practice whose boundary includes your home address, you will be able to do so after 09 September 2019.

If you have a question or wish to share comments or concerns, you can contact Beggarwood Practice on 01256 396500 (preferably between 12pm and 4pm, Monday to Friday), or email on [NHCCG.BeggarwoodSurgery@nhs.net](mailto:NHCCG.BeggarwoodSurgery@nhs.net). There are also some frequently asked questions listed at the end of this letter.

Yours sincerely,



Dr Nicola Decker  
North Hampshire CCG Chair



Zara Hyde-Peters  
North Hampshire CCG Managing Director

## FAQs

### **What is happening and why?**

North Hampshire Clinical Commissioning Group (CCG) plans health services for people in North Hampshire. In March 2019, the CCG mutually agreed with Cedar Medical to end their contract to provide primary care services at their two sites in Basingstoke - Rooksdown and Beggarwood. The contract will end on 07 September 2019.

The practice sites affected are:

#### **The Rooksdown Practice**

Park Prewett Road  
Basingstoke, RG24 9RG  
Tel: 01256 399710

#### **The Beggarwood Surgery**

Broadmere Road  
Basingstoke, RG22 4AQ  
Tel: 01256 396500

### **What you told us**

The CCG has been working hard on the future arrangements for both practice sites. The CCG have sought the views of patients and we would like to thank everyone who took the time to share their views.

We received 597 survey responses and 49 people attended engagement events at each practice site. Over 70 people also attended a patient/public meeting on 13 July 2019 at Beggarwood Community Hall.

Overwhelmingly, the results from survey showed 92% of patients wanted to be able to book an appointment when they needed one and 82% wanted to ensure the quality of services is as high as possible.

### **Will I get the same services?**

Yes. However, the new provider may choose to operate differently over time and will let patients know about any changes.

### **I am having treatment – will the practice know about this?**

Your medical records contain details of your previous and current treatment, and this will automatically transfer.

### **I am receiving medication on a repeat prescription – what should I do about this?**

Speak to the practice or your regular pharmacy to make sure you have enough medication before the transfer takes place. The practice/pharmacy will be able to see which medicines you are taking from your patient record, but you will need to contact them after you transfer to arrange your next prescription – make sure you do this in plenty of time.

### **I've been to see a hospital specialist who was writing to my GP. Where will this letter go now?**

When the new provider takes over they will receive your hospital letter. Previous letters from a hospital specialist will be included in your records, which will transfer automatically to the new provider.

### **I have been referred to hospital. Will I need to be referred again by my new practice?**

No. The hospital will communicate with you direct about your appointment. When you next go to hospital you should let them know who your new GP practice is.

**I am waiting for results of my blood tests or X-rays, how will I get them?**

Test results will be added to your medical records, so your new provider will be able to see them once you transfer.

**I am currently registered for online services or I would like to register for online services – do I need to do anything?**

If you currently have access to online services at Beggarwood Practice e.g. booking and cancelling appointments or ordering repeat prescriptions online, you do not need to do anything, this service will continue.

If you would like to register for online services, you will need to contact the practice or register for online services after 08 September 2019. You will need to provide photographic ID. Alternatively, patients will be able to register for online access via Beggarwood website but will still need to provide photographic ID or additionally via the NHS App on a smartphone. If you do not have online access and would like to register for this service, please use one of the options above.