



North Hampshire Clinical Commissioning Group

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

Date

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

Dear [Patient name]

Information for patients at Cedar Medical Rooksdown Practice, Basingstoke

You have received this letter because you are currently a Cedar Medical patient who attends the Rooksdown Practice surgery. We are delighted to let you know that Bramblys Grange Medical Practice will be taking over Rooksdown Practice as a branch site. Bramblys Grange is a well-established local practice and this development is an exciting opportunity, which will allow them to provide the quality services you have said are important to you locally.

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

Responsibility for your care will transfer automatically to Bramblys Grange Medical Practice on **07 September 2019**. This will include the secure transfer of your electronic care records.

What do I need to do?

You do not need to do anything. We have taken this action to ensure the continuity of your care and your registration with Bramblys Grange 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.

If you currently use online services, you do need to act to maintain that access. See the FAQs, which accompany this letter for details.

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

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

What you told us

We received 597 survey responses and 49 people attended engagement events held at each practice site. Overwhelmingly, the results from the survey showed 92% of patients wanted to be able to book an appointment when they needed one and 82% wanted to receive services that were as high quality as possible.

What happens next?

Bramblys Grange Medical Practice will be the organisation that will hold the contract to provide primary care services at the Rooksdown surgery from 08 September 2019.

You do not need to do anything, as you will be automatically re-registered.

You do however have the right to register with any other practice if your home address falls within their boundary. Some addresses only fall within a single practice boundary. 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 Bramblys Grange Medical Practice.** After this date if you 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 any questions or wish to share comments or concerns you can contact Rooksdown practice on 01256 399710 (preferably between 12pm and 4pm, Monday to Friday), or email NHCCG.RooksdownPractice@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

Will I have to see a doctor or nurse when I transfer or register?

You might be asked to go for a new patient check-up. This will be to check things like your weight and height, and might include a conversation about any medication you take or treatment you are having.

Will I get the same services?

Yes. However, the practice may operate differently to the one you have been used to.

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. Please make sure you do this in plenty of time.

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

Your current GP will receive any letters while you are still with them. When you move/are moved to another practice, your new doctor will receive any future letters. Previous letters from a hospital specialist will be included in your records, which will transfer automatically.

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

No. The hospital will communicate with you directly 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 practice 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 e.g. booking and cancelling appointments or ordering repeat prescriptions online, you will need to contact either Bramblys Grange or Rooksdown Practice to re-register for online services after 08 September 2019. You will also need to provide photographic ID. Alternatively, patients will be able to register for online access via the Bramblys Grange Medical Practice website (www.bramblysgrange.co.uk) 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.