

**Patient information – Battle Hill Health Centre GP Practice  
May 2017**

**Why are changes being made?**

The current contract for the GP service at Battle Hill is due to end on 30 September, 2017.

We are working hard to keep your GP service open and intend to make it a branch surgery of another local practice. This would mean that the GP practice at Battle Hill may become part of another practice in the area so you would have a choice of site to attend.

At the moment we don't know who will be taking over the services, as we need to work through a legal process of inviting practices to bid. This decision will be made in July and we will write to you again to let you know what is happening.

Until that point you do not need to take any action, and can carry on using the current service in the normal way.

It's important to note that in a separate change, urgent care services in North Tyneside including the Battle Hill walk-in centre, and North Tyneside General Hospital are being reviewed with plans to provide a single new 24/7 urgent care centre for the whole borough from 1 October 2017.

**How can I have a say?**

You can have your say about the GP service you currently receive, and the things that are important to you about the future service, by completing the survey enclosed with the letter, or fill it in online at <https://www.surveymonkey.co.uk/r/battlehill> **Please note the closing date is Tuesday 13 June.**

You can also come along to a drop-in session at Battle Hill Health Centre on Tuesday 6<sup>th</sup> June 1.30 – 2.30pm or 6 – 7pm. If you would like to attend, please register by calling 0191 217 2803 or email [NECSU.comms@nhs.net](mailto:NECSU.comms@nhs.net). Please let us know if you have any special requirements.

**Additional support to ensure everyone can have their say**

If you or someone you know needs any support to find out more or complete the survey, we can help. Just email [NECSU.comms@nhs.net](mailto:NECSU.comms@nhs.net) (please clearly state Battle Hill Health Centre in the subject line) or call 0191 217 2803.

**Independent advice – Healthwatch North Tyneside**

If you have any concerns and would like to discuss these changes with an independent organisation, you may want to contact Healthwatch North Tyneside, which listens to, advises and speaks up for users of health and social care services.

Call 0191 263 5321, email [info@healthwatchnorthtyneside.co.uk](mailto:info@healthwatchnorthtyneside.co.uk) or go to [healthwatchnorthtyneside.co.uk](http://healthwatchnorthtyneside.co.uk).

**What happens next?**

NHS North Tyneside Clinical Commissioning Group and NHS England will review patient feedback, financial information and the bids received to make a decision about which GP practice will take over from 1 October 2017. We will write to you with details of the decision and next steps in July.