

**Battle Hill Health Centre: briefing note**  
**May 2017**

**Background**

We are writing with important information in relation to GP services provided at Battle Hill Health Centre. The current contract for the GP service is due to end on 30 September, 2017.

We are therefore working hard to keep the GP service at Battle Hill open, and intend to make it a branch surgery of another local practice. Making it a branch surgery would ensure that GP services continue to be provided within Battle Hill. As a result of this change you would also have a choice of more than one site to attend to access services.

We will invite local practices to put themselves forward to provide this service, and at this stage we do not know which practice will take on the service. Communication is currently taking place with patients and staff, both to reassure patients that services will not change and to listen to any views/comments that patients wish to make about the practice and the proposal.

All patients' comments will be considered by the review. Every household with registered patient(s) will receive a letter this week outlining the proposal, and an invitation to share any comments. Once a decision is made, patients will be notified of the outcome and any next steps. **In the meantime, patients can continue to use the service in the normal way.**

The benefits of this approach are outlined below:

**Benefits**

- This would maintain a service within Battle Hill
- The branch would be an extension of a current provider in the area and therefore patients would have a choice of site to attend
- It would create a larger practice which is in line with the national direction of travel to ensure sustainability of services

**As a key stakeholder, your views are important, and it would be helpful to receive any comments on the proposals by Tuesday 13 June.**

**Patient engagement: from now until Tuesday 13 June 2017**

Patients registered with the practice are being notified of the proposed changes in writing. A patient information leaflet is being sent along with a short survey to get the views of all patients. The survey is also available online at <https://www.surveymonkey.co.uk/battlehill>.

Drop-in sessions are being offered, so that patients can find out more and ask questions.

### **Engagement**

The engagement includes:

- Letter to patients
- Survey, available online or hard copy
- Patient information sheet – direct mail with letter
- Poster – for display around the Battle Hill Health Centre
- Drop-in events

### **Enclosures:**

For further information, the letter and patient information sheet are enclosed.

Information is being offered in different formats and languages. Patients who may find it difficult to complete a survey or understand the information will be identified by the practice and offered support.

*For more information about this engagement exercise, please contact Ben Landon, Senior Communications Officer, on 0191 217 2670 or by emailing [ben.landon@nhs.net](mailto:ben.landon@nhs.net).*