



Berkshire West
Clinical Commissioning Group

57 – 59 Bath Road
Reading
Berkshire
RG30 2BA

Tel: 01189 503 094

[insert postage date]

[Insert Address]

**IMPORTANT INFORMATION REGARDING YOUR GP SURGERY
YOU NEED TO TAKE ACTION – PLEASE READ CAREFULLY**

Dear Patient

I am writing to let you know that Priory Avenue Surgery will be closing on 30th June 2018.

Since September 2016 GP services at Priory Avenue Surgery have been provided by One Medical Group. There have been a number of issues with the service and I wrote to you in February 2017 explaining that the Clinical Commissioning Group (CCG) was working with One Medical Group to address these. Whilst there have been some improvements since, One Medical Group has found it difficult to recruit permanent GPs and a mutual decision has therefore been reached to end the current contract for Priory Avenue Surgery.

The CCG's priority is to ensure that patients receive high quality general practice services from surgeries that are large enough to provide modern primary care and be viable in the long term. The current registered patient list size of just over 6,000 is now considered too small to be able to attract staff and offer the full range of primary care services. We are also aware that the size of the current premises is a constraint.

It is therefore with regret that the CCG has concluded that the best option for patients of Priory Avenue Surgery is to close the surgery on 30th June 2018 and ask patients to register with another local GP practice.

Our records show that you live within the catchment area for Balmore Park and/or Emmer Green surgeries which are the closest to Priory Avenue. Balmore Park is

able to take on an additional 3,000 patients and Emmer Green is able to take on an additional 1,500 patients. These surgeries will therefore be able to accommodate all current Priory Avenue patients who live within their catchment areas.

If you would like to register with one of these surgeries please complete the attached registration forms in full indicating your preferred surgery and return it to 57-59 Bath Road, Reading in the attached pre-paid envelope **to arrive by 13th June 2018**. Registrations will be processed in the order they are received. We will do our utmost to ensure patients are able to register with their chosen surgery wherever possible. If however you are not able to be registered with your chosen surgery you will be registered with the other surgery as this is likely to be the closest alternative for you based on your postcode. Your new surgery will confirm your registration in writing and until then your care remains the responsibility of Priory Avenue Surgery.

Baltimore Park and Emmer Green surgeries have asked us to manage registrations in this way due to the high numbers of patients involved. The only way you will be able to register with these surgeries at this time is by returning the form; please do not therefore contact them directly.

If you do not wish to register with Baltimore Park or Emmer Green, you may choose to register with another surgery that is currently taking on patients and covers your address. Attached is a list of local surgeries which may cover your postcode area. You will need to check with these surgeries directly whether they are able to register you. Further information is available on NHS Choices website (www.nhs.uk) and the CCG website (www.berkshirewestccg.nhs.uk/priory-avenue).

Any patient who has not registered with Baltimore Park or Emmer Green (by returning the enclosed form) or with another GP surgery directly by 13th June 2018 will be allocated a new surgery by the CCG and informed of this in writing. This is to ensure that all patients have access to GP services following the closure of Priory Avenue Surgery.

We have attached a list of Frequently Asked Questions to address concerns you may have and a flowchart setting out the process. We will also be holding two information events for Priory Avenue patients on:

- Tuesday 29th May 2018, 4.30pm - 5.30pm, Caversham Hall, 5 St. Johns Road, Reading, RG4 5AN
- Wednesday 6th June, 7.00pm - 8.00pm, Caversham Hall, 5 St. Johns Road, Reading, RG4 5AN

Should you require further advice on this matter you can also contact our Patient Advice & Liaison Service on 0118 982 2720 or woccg.bwpalscomplaints@nhs.net.

Yours sincerely



Cathy Winfield
Chief Officer
Berkshire West CCG

This information can be made available in formats such as large print and may be available in other languages on request. Please call our Patient Advice and Liaison Service on 0118 982 2720 or woccg.bwpalscomplaints@nhs.net for help with this.

If you do not wish to register with Balmore Park or Emmer Green Surgeries:

The following surgeries are currently taking on patients and may cover your postcode area; however have not increased capacity as yet. Please note you will only be able to register with surgeries that cover your postcode area. Please contact the surgery directly to find out if they are able to register you.

Please check www.nhs.uk and/or www.berkshirewestccg.nhs.uk/priory-avenue for more information.

N.B. distances are approximate walking distance from Priory Avenue Surgery.

<p>Reading Walk in Centre (1 mile) 1st Floor, 103 – 105 Broad Street Mall, Reading, Berkshire, RG1 7QA T: 0118 902 8300 W: www.readingwalkinhealthcentre.nhs.uk</p>	<p>Sonning Common Health Centre (4.1 miles) 39 Wood Lane, Reading, Berkshire, RG4 9SW T: 0118 972 2188 W: www.sonningcommonhealthcentre.co.uk</p>
<p>Tilehurst Village Surgery (3.7/2.4 miles) 92 Westwood Road, Reading, Berkshire, RG31 5PP / 6 Shinfield Road, Reading, Berkshire, RG2 7BW T: 0118 945 2612 / 0118 931 0006 W: www.tilehurstvillagesurgery.co.uk</p>	<p>University Health Centre (2.5/1.9 miles) 9 Northcourt Avenue, Reading, Berkshire, RG2 7HE / 1 Christchurch Road, Reading, Berkshire, RG2 7AB T: 0118 987 4551 W: www.readinguniversitymedicalpractice.nhs.uk</p>

Registration Process Flowchart

You have received a letter from the CCG explaining that Priory Avenue Surgery is closing and asking you to make a choice of surgery

If you wish to register at Balmore Park or Emmer Green Surgery

Please indicate your choice on the attached form

Complete the registration paperwork attached

Return all 3 forms to 57-59 Bath Road in the attached envelope by 13th June

Do not return them directly to the surgery

Until you receive a letter confirming that you are registered at your new surgery you will still be a patient at Priory Avenue

You will receive a letter from your new surgery confirming registration. You are now registered as a patient of that surgery

If you wish to register at another surgery

Please review your choices and contact the surgery directly to confirm you live in their catchment area

Complete any registration paperwork required and return to your chosen surgery

You are now registered as a patient of that surgery

Frequently Asked Questions

Q: Why can't all patients register at Balmore Park and Emmer Green?

A: Balmore Park Surgery and Emmer Green Surgery have assessed their clinician availability and have agreed that between them they can register 4,500 patients from Priory Avenue however they can only accept patients who reside within their catchment areas. Of the 6000 patients registered at Priory Avenue, we expect that Balmore Park and Emmer Green should be able to register all who reside within central Caversham. Patients who reside outside of their catchment areas fall into those of surgeries to the North and South and have received a slightly different letter.

Q: If I am not able to register with my first choice of Balmore Park or Emmer Green as they have reached their maximum number of patients, how will I be notified? Can I appeal?

A: All patients who return the form to request registration at Balmore Park and Emmer Green will be notified in writing of their new GP surgery as soon as the registration has been processed. If we are not able to register you with your first choice you will be registered with the other surgery as that is likely to be the closest alternative for you based on your postcode. Should you not be satisfied with the re-allocation to the other surgery please contact the Patient Advice & Liaison Team who will be able to offer advice on (0118 982 2720 or woccg.bwpalscomplaints@nhs.net).

Q: Will I need to show identification when I register with a new GP practice?

A: Patients normally have to provide proof of their identification and address when they register with a new GP surgery; however if you are not able to supply information this should not restrict or delay registration. The list below gives some examples;

- Birth or marriage certificate
- Passport or driving licence
- Local authority rent card
- Paid utility bills
- Bank/building society cards/statements
- Pay slip or P45
- Letter from Benefits Agency/benefits book/signing on card
- Papers from the Home Office

For patients registering at Balmore Park and Emmer Green Surgeries they ask for you to bring proof of identification with you on your first contact only if you wish to continue with online services.

Q: How will my records get transferred?

A: When you register with a new practice they will automatically receive your records from your previous GP. This may take a little time.

Q: Will I receive the same services? Are other surgeries staffed to accept new patients?

A: All practices are required to provide the same basic GP services. Practices expecting a significant number of new patients registering with them are recruiting the staff required to make sure that the quality of their service remains unaffected.

Q: What happens if I do not return the form or register with another new surgery by 13th June 2018?

A: If you do not register with a new surgery by 13th June 2018, Berkshire West CCG will allocate you to another local surgery and register you with them. We will write to you with details of your new surgery. This is to ensure that you have continued access to a GP surgery. Should you wish to discuss the allocation please contact the Patient Advice & Liaison Team who will be able to offer advice on (0118 982 2720 or woccg.bwpalscomplaints@nhs.net).

Q: I am undergoing treatment – how will my new practice know about this?

A: Your medical record contains details of your previous and on-going treatment, and this will automatically transfer with your patient record. Your new GP surgery may also ask you to complete a questionnaire to provide them with information regarding your current health needs and medications.

Q: I am ill now and need to see a doctor, can I still go to my practice?

A: Yes. You continue to be registered with this practice until you receive your registration acceptance from Balmore Park or Emmer Green Surgery or register elsewhere. Priory Avenue Surgery is responsible for your care until a new registration is confirmed.

Q: My sick note is due, where will I get this from?

A: Priory Avenue surgery will continue to provide sick notes to registered patients, where appropriate, until you registration has been accepted by your new surgery. As soon as you register with a new GP practice any sick notes become the responsibility of your new GP and you should make an appointment with the new practice to discuss this.

Q: I am taking medications and need a repeat; how do I obtain this?

A: If you are on a repeat medication we would advise that you make sure that you have an adequate supply of your medication prior to registering with a new surgery.

This is because most surgeries are not happy to issue medication until they have seen new patients or obtained their medical records.

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

A: Your current GP will receive any correspondence while you are registered with them. When you move to another practice, your new doctor will receive any future correspondence from the hospital.

Q: I have been referred to hospital. Will I need to be re-referred by my new practice?

A: No. The hospital will communicate with you directly regarding your appointment time. When you next attend the hospital you should inform them who your new GP practice is.

Q: I am waiting for results of my blood tests / x-rays, how will I get them?

A: Any test results will be added to your patient record. If you are undergoing treatment or investigations of any nature it is advisable for you to register with another practice as soon as possible to ensure continuity of care.

Q: My baby is due to have his / her injections, what do I need to do?

A: You need to ensure your child is registered with a new practice as soon as possible. The new practice should ask for a copy of your child's immunisation records. Please make an appropriate appointment with the new practice for immunisations, taking your child's red book with you. Although you remain registered at Priory Avenue Surgery until the end of June, it is advisable for you to register your family with another practice as soon as possible. If you think your child has missed any injections please speak with your Health Visitor or the staff at your new GP practice.

Patient Preference Return Form

Name:

DOB:

My preferred Practice to be registered at is:

Balmore Park

Emmer Green

I confirm that I understand my care remains the responsibility of Priory Avenue Surgery until I am informed in writing of my new GP Practice. If I am not able to be allocated my preferred first choice I will be allocated to the remaining surgery and informed.

Signed:

Date:

For Office Use Only:

Date Received: _____ / _____ / _____

Allocated To:

Balmore Park

Emmer Green

Log Updated:

Yes

No

Date Passed to Practice: _____ / _____ / _____

To be completed by the doctor

Doctors Name	HA Code
<input type="checkbox"/> I have accepted this patient for general medical services <input type="checkbox"/> For the provision of contraceptive services <input type="checkbox"/> I have accepted this patient for general medical services on behalf of the doctor named below who is a member of this practice	
Doctors Name, if different from above	HA Code
<input type="checkbox"/> I am on the HA CHS list and will provide Child Health Surveillance to this patient or <input type="checkbox"/> I have accepted this patient on behalf of the doctor named below, who is a member of this practice and is on the HA CHS list and will provide Child Health Surveillance to this patient.	
Doctors Name, if different from above	HA Code
<input type="checkbox"/> I will dispense medicines/appliances to this patient subject to Health Authority's Approval <input type="checkbox"/> I am claiming rural practice payment for this patient. Distance in miles between my patient's home address and my main surgery is _____	
<i>I declare to the best of my belief this information is correct and I claim the appropriate payment as set out in the Statement of Fees and Allowances. An audit trail is available at the practice for inspection by the HA's authorised officers and auditors appointed by the Audit Commission.</i>	
Authorised Signature Name _____ Date ____/____/____	Practice Stamp

SUPPLEMENTARY QUESTIONS	
PATIENT DECLARATION for all patients who are not ordinarily resident in the UK	
Anybody in England can register with a GP practice and receive free medical care from that practice. However, if you are not 'ordinarily resident' in the UK you may have to pay for NHS treatment outside of the GP practice. Being ordinarily resident broadly means living lawfully in the UK on a properly settled basis for the time being. In most cases, nationals of countries outside the European Economic Area must also have the status of 'Indefinite leave to remain' in the UK. Some services, such as diagnostic tests of suspected infectious diseases and any treatment of those diseases are free of charge to all people, while some groups who are not ordinarily resident here are exempt from all treatment charges. <u>More information on ordinary residence, exemptions and paying for NHS services can be found in the Visitor and Migrant patient leaflet, available from your GP practice.</u> You may be asked to provide proof of entitlement in order to receive free NHS treatment outside of the GP practice, otherwise you may be charged for your treatment. Even if you have to pay for a service, you will always be provided with any immediately necessary or urgent treatment, regardless of advance payment. The information you give on this form will be used to assist in identifying your chargeable status, and may be shared, including with NHS secondary care organisations (e.g. hospitals) and NHS Digital, for the purposes of validation, involving and cost recovery. You may be contacted on behalf of the NHS to confirm any details you have provided. Please tick one of the following boxes: a) <input type="checkbox"/> I understand that I may need to pay for NHS treatment outside of the GP practice b) <input type="checkbox"/> I understand I have a valid exemption from paying for NHS treatment outside of the GP practice. This includes for example, an EHIC, or payment of the Immigration Health Charge ("the Surcharge"), when accompanied by a valid visa. I can provide documents to support this when requested c) <input type="checkbox"/> I do not know my chargeable status I declare that the information I give on this form is correct and complete. I understand that if it is not correct, appropriate action may be taken against me. A parent/guardian should complete the form on behalf of a child under 16.	
Signed:	Date: DD MM YY
Print name:	Relationship to patient:
On behalf of:	
Complete this section if you live in another EEA country, or have moved to the UK to study or retire, or if you live in the UK but work in another EEA member state. Do not complete this section if you have an EHIC issued by the UK.	
NON-UK EUROPEAN HEALTH INSURANCE CARD (EHIC), PROVISIONAL REPLACEMENT CERTIFICATE (PRC) DETAILS and S1 FORMS	
Do you have a non-UK EHIC or PRC? YES: <input type="checkbox"/> NO: <input type="checkbox"/>	If yes, please enter details from your EHIC or PRC below:
<p><i>If you are visiting from another EEA country and do not hold a current EHIC (or Provisional Replacement Certificate (PRC)/S1, you may be billed for the cost of any treatment received outside of the GP practice, including at a hospital.</i></p>	Country Code: <input type="text"/>
	3: Name <input type="text"/>
	4: Given Names <input type="text"/>
	5: Date of Birth <input type="text"/> DD MM YYYY
	6: Personal Identification Number <input type="text"/>
	7: Identification number of the institution <input type="text"/>
	8: Identification number of the card <input type="text"/>
	9: Expiry Date <input type="text"/> DD MM YYYY
	PRC validity period (a) From: <input type="text"/> DD MM YYYY (b) To: <input type="text"/> DD MM YYYY
Please tick <input type="checkbox"/> if you have an S1 (e.g. you are retiring to the UK or you have been posted here by your employer for work or you live in the UK but work in another EEA member state). Please give your S1 form to the practice staff.	
How will your EHIC/PRC/S1 data be used? By using your EHIC or PRC for NHS treatment costs your EHIC or PRC data and GP appointment data will be shared with NHS secondary care (hospitals) and NHS Digital solely for the purposes of cost recovery. Your clinical data will not be shared in the cost recovery process. Your EHIC, PRC or S1 information will be shared with The Department for Work and Pensions for the purpose of recovering your NHS costs from your home country.	

Office use only
Staff Initials
Date

New Patient Registration Information Form

Thank you for completing this registration form.

Title	Forename(s)	Surname			
Address Postcode		Date of Birth			
		Gender			
		Name and address of previous GP			
		NHS Number			
Ethnicity: (Please tick) <input type="radio"/> White British <input type="radio"/> Other Mixed <input type="radio"/> White Irish <input type="radio"/> Indian <input type="radio"/> Other White <input type="radio"/> Pakistani <input type="radio"/> Black Caribbean <input type="radio"/> Bangladeshi <input type="radio"/> Black African <input type="radio"/> Other Asian <input type="radio"/> <input type="radio"/> Other Black Chinese <input type="radio"/> Black Caribbean & White <input type="radio"/> Other Ethnic Group <input type="radio"/> Black African & White <input type="radio"/> Do not wish to state		Home Telephone no.			
		Mobile no.			
		Email Address			
		Can we contact you by: Text YES/NO Email YES/NO			
		Please provide your main spoken language	Do you need an interpreter? YES/NO		
		Are you a Veteran or ever served in the Armed Forces?		YES/NO	
Name and Address of Emergency contact Relationship Telephone no. Next of Kin YES/NO		Are you a Carer?	Does somebody care for you?		
		YES/NO	YES/NO (If Yes please advise Name and Contact no.)		
Occupation		What is your smoking status?			
		<input type="radio"/> Current Smoker How many per day? <input type="radio"/> Ex-Smoker When did you give up? <input type="radio"/> Never Smoked			
Are you allergic or sensitive to any medications, foods or other substances?					

Would you like to receive letters or information in an alternative format, for example large print or easy read, or do you need help with communicating with us, for example because you use British Sign Language? YES/NO

If YES please give details

Please use this space to advise us of anything you think we should know, including any specific needs you may have, and any relevant family history, so that the Practice can ensure they are identified and accommodated.

Have you got any outstanding referrals or issues for us to be aware of?

Would you like access to Online Services (only available for patients over 16 years)? YES/NO

(This will include booking appointments and requesting repeat prescriptions. Access to medical records can be applied for once you have been registered at the surgery)

If YES please provide your email address below (Clearly written) as the registration details will be emailed to you.

Email Address: