



Tower Hamlets Clinical Commissioning Group

Tower Hamlets CCG
2nd Floor
Alderney Building
Bancroft Road
Mile End Hospital
London E1 4DG

9th October 2017

Dear Patient

Important Information about your GP surgery – All Saints' Practice within Newby Place Health Centre

We are writing to inform you that we are considering the closure of All Saints' Practice when the current contract comes to an end on 31st March 2018. If this happens, you will be given the choice to register with another practice. There are 4 practices within half a mile of the All Saints Practice, one of which is also located in Newby Place. All practices in Tower Hamlets have open lists and are registering new patients who live within their catchment area. We are carrying out this patient consultation exercise throughout October and November 2017, and are keen to receive your views.

The CCG is committed to commissioning high quality accessible primary care for all patients. The current contract expiring provides an opportunity for the CCG to consider alternative options. All Saints' is one of two separate practices operating within the same building. By closing All Saints Practice we believe we can offer a better service at Newby Place Health Centre - one GP Practice with one reception area and contact point, operating under one system. Our aim is to provide Tower Hamlets residents with a quality GP service in the most efficient and effective way possible.

What does this mean for me?

You do not need to make any change now. We are carrying out this patient consultation before any decisions are made.

This letter is to let you know about the patient consultation and to encourage you to have your say. We will write to you in January to advise you of the outcome of the consultation. We will provide you with support to make changes to your GP registration if this becomes necessary.

How to get involved?

We want to hear from you to make sure that your views are taken into account when we make our decision.

Please share your views with us in the following ways:

1. Complete the [Patient Survey](#)

Complete the online patient survey here <https://www.surveymonkey.co.uk/r/RTZWF5>

Alternatively, printed copies of the surveys will be available at the practice for you to complete and hand in. The closing date for receipt of your comments is Monday 27th November 2017.

2. Attend one of the Patient meetings

We have arranged three drop in sessions, where you can discuss any concerns and ask any questions that you may have. Each meeting will cover the same content, patients wishing to attend only need to attend one session:

Saturday 11th November 2017 10:00 to 12:00
Thursday 16th November 2017 13:00 to 14:30
Thursday 16th November 2017 18:00 to 19.30

All sessions will be held at Newby Place Health Centre, 21 Newby Place, E14 0EY

Further information on local GP Practices/services and a Frequently Asked Questions (FAQ) document will be made available at these events. You may also request the FAQ document via the email address provided at the end of this letter, or by post at the address overleaf.

Once the consultation closes, patient views will be taken into account and a formal decision will be made. Following the decision we will write to all patients registered with All Saints' Practice to let them know the outcome, how their feedback was used and what the next steps will be.

If you have any questions about this letter and require further explanation please contact Tower Hamlets CCG via:

☎ Telephone: 020 3688 2500 or by ✉ email to thccg.info@nhs.net

Yours faithfully



Simon Hall
Acting Chief Officer

Monday - Friday
9:00am - 5:00pm



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