

«Forenames» «Surname»
«PATADD1»
«PATADD2»
«PATADD3»
«PATADD4»
«PATADD5»
«PATADD6»

Customer Services
NHS BNSSG CCG
South Plaza
Marlborough Street
Bristol
BS1 3NX

8 July 2019

Dear Patient,

Please note: this letter is important and requires you to take action

We last wrote to you in April 2019 to let you know that the contract at Bishopston Medical Practice will expire on 30 September 2019. Since then we have engaged widely with patients, staff and local healthcare partners on a number of ways in which your GP service could be provided in the future. Having carefully reviewed all the feedback received and considered the viability of different options, we can now confirm that the decision has been made to close Bishopston Medical Practice on **30 September 2019**.

Importantly, this means you will need to register with a new practice.

A number of other practices in the area are able and willing to register patients leaving Bishopston Medical Practice, so nobody will be without a doctor.

How to register with another practice

Finding a new GP practice is a matter of personal preference, based on factors such as distance from where you live, travel to the practice, and opening hours.

All offer similar services, though some will have more room than others for new patients. In our discussions with the practices close to your address, the practice below has been identified as being able to support you:

**«Practice_Name» «Practice_Address1» «Practice_Address2»
«Practice_Address3» «Practice_Address4» «Practice_Address5» «Postcode»
Telephone: «Telephone_Number»**

If you wish to join this practice, it would be helpful if you could complete their registration paperwork by the end of August. This will allow them to plan and prepare for a smooth and safe transition.



If you wish to choose a different practice, they will accept you as a patient if you live in their catchment area. The easiest way to find the best option for you is to go to www.nhs.uk and to use the **Find a GP** function by typing in your postcode.

Please note

From 1 September 2019, Bishopston Medical Practice will only be able to provide appointments for patients with urgent needs, to help ensure the safe closure of the surgery. Bookable routine appointments will not be available after this date. If you require bookable, routine appointments we would encourage you to re-register with your new practice by the end of August to ensure good continuity of care.

Questions and support

Clinical Commissioning Group staff will be available to answer any questions you may have and to support patients who need help to register with another practice. Please feel free to come along at any time during these sessions

Jessop Suite, Bristol Pavilion Cricket Ground, Nevil Road, Bristol BS7 9EJ
2.00 to 4.00 pm, Tuesday 30 July

Bristol Room, Memorial Stadium, Filton Avenue, Horfield, Bristol BS7 0BF
3.00 to 5.00 pm, Wednesday 7 August
5.00 to 7.30 pm, Tuesday 13 August

A leaflet with answers to common questions will be available from Bishopston Medical Practice or online at www.bnssgccg.nhs.uk/library/frequently-asked-questions-closure-bishopston-medical-practice/

A summary of feedback received during the engagement exercise can be viewed at www.bnssgccg.nhs.uk/get-involved/surveys-and-consultations/bishopston-practice

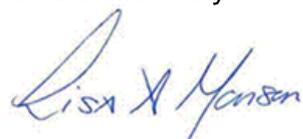
If you would like help finding details about local GP practices or have any particular concerns about finding a new doctor, please contact our Customer Services team by:

Calling: 0800 073 0907

Emailing: bnssg.customerservice@nhs.net

Writing: Customer Services, BNSSG CCG, South Plaza,
Marlborough Street, Bristol, BS1 3NX

Yours sincerely



Lisa Manson, Director of Commissioning
Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group

For further copies of this document or copies in alternative formats or languages, please contact the Customer Service team at the details above.

