

[PATIENT NAME]

[NHS NUMBER]

[ADDRESS LINE 1]

[ADDRESS LINE 2]

[ADDRESS LINE 3]

18 July 2018

**Letter to all patients registered at DMC Branch Surgery,  
Twydall Green, Gillingham ME8 6JY**

Dear [PATIENT NAME],

We are writing to you because we want to hear your views about the future of GP services provided at the DMC Branch Surgery Twydall. Medway Clinical Commissioning Group (CCG) is responsible for planning and buying all local NHS services, including General Practice.

As you may be aware, DMC currently provides your care at the surgery. The contract they hold with the NHS to deliver your care is due to come to an end on 31 March 2019 and we need to begin the procurement process to ensure your continued care after this date.

**Please be assured your GP services will continue as normal over the coming months, but to help us plan your services we need your views now.**

**Potential options for your future care**

We are looking into how we can award a contract to deliver services at a number of surgeries in Medway where contracts are due for renewal within similar timescales. These are DMC's contract at Balmoral Healthy Living Centre and Twydall Branch Surgery; Sunlight Centre Surgery; St Mary's Island Surgery; and Pentagon Centre.

We want to ensure a good quality provider will bid to deliver Primary Care Services collectively for all the patients of these surgeries. However, we appreciate the potential logistical difficulties in consistently providing the best possible care across this number of sites.

The NHS is exploring how GP services can work together more effectively in the future with other local health services, in order to improve your care and to deliver a greater range of services in a joined-up way. In the current market, this means looking at alternative means of service provision, to provide continuity of care and to ensure you can see a doctor when you need to. We need to do this in a way that makes the best possible use of NHS resources for the benefit of patient care, supporting the development of local GP practices so that your current and future healthcare needs can be met.

Medway CCG is considering the option of re-procuring Primary Care Services by offering more services over fewer sites covering the existing number of patients.

The sites would be:

Balmoral Healthy Living Centre, Balmoral Gardens, Gillingham ME7 4BB

St Marys Island Surgery, Edgeway, Chatham ME4 3EP

Pentagon Centre, Military Road, Chatham ME4 4BB

Medway CCG is also looking at provision for students. One of the current providers has run sessions at the University of Kent and we would look to improve this

arrangement by writing this into the contract for the new service provider to ensure the future of the service provision at all three sites, subject to the university's agreement.

In addition, we are looking at services that could be accessed at these sites. Patients would be able to access appointments at any of the three sites. The practice boundary would be increased to the whole of Medway, meaning as a patient if you or your family move house but stay within Medway, you will still be within the practice boundary so you would not need to move GP surgeries and can still have continuity of care.

**Our priority is to ensure you receive the care you need, when you need it, in the most suitable and effective local setting. Although March 2019 is some time away, we want to work with you and plan ahead, so it is important that you share your views on future options.**

### **How to give your feedback**

To help us get things right for you and other local patients, please tell us your views about the possible changes. We would particularly welcome feedback on:

- What it would mean for you and your family if GP services were no longer offered at Twydall Branch Surgery but at the other three sites - would there be any benefits you could see, or any concerns you might have about this?
- Our suggestion to increase access over the three sites would most likely lead to longer opening hours. Do you think you would benefit from extended hours at the weekend and/or evening/early morning?
- What would you expect from the new GP provider?

**Please send feedback by Monday 13<sup>th</sup> August, so that we can take this into account in reaching a final decision about how to ensure your ongoing care.**

How to comment on the proposal to close the Twydall GP branch surgery:

Write to us directly at: - [mccg.primarycare@nhs.net](mailto:mccg.primarycare@nhs.net)

Contact Sara Hitchen at [medway.hc@nhs.net](mailto:medway.hc@nhs.net), advising your practice manager of your views

Write to the practice at DMC Branch Surgery, Twydall Green, Gillingham ME8 6JY

### **What will happen next?**

We will write to update you again as soon as we can, once we have taken into account your feedback and all other factors and have made a final decision about how to ensure you can get the best possible care over the coming years. If you have any general queries about this letter, you can contact us at [mccg.primary@nhs.net](mailto:mccg.primary@nhs.net). If you have any queries about your individual care, please contact the surgery directly.

Yours sincerely,



Stuart Jeffrey  
Chief Operating Officer



Dr Peter Green  
Clinical Chair