

**IMPORTANT – PLEASE READ AND TAKE ACTION**

**Head of Household**

<<NAME>>  
<<ADDRESS>>

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Dear Patient

1 March 2018

**Closure of the Practice Osler House**

I am writing to advise you that your GP surgery, The Practice Osler House, will be closing on Monday 30th April 2018. The decision to close the surgery has been made following a request from The Practice Group (the company who run the surgery) to end their contract. Discussions have taken place with neighbouring surgeries; Church Langley, The Ross Practice, Hamilton Practice, Sydenham House Surgery, Lister Medical Centre who have confirmed they have capacity to take on the patients from The Practice Osler House.

During the coming weeks you will be able to access The Practice Osler House, as you currently do; however, you will need to register with another surgery by Thursday 29<sup>th</sup> March 2018.

**Registering with a New GP Surgery**

In order to access future GP services you will need to register with another surgery of your choice. Please find below the details of the five surgeries nearest to The Practice Osler House, who are on hand to support you in registering with your new practice.

You can find out how to register at each of the below surgeries by visiting their respective website, shown below. Please do bear with each surgery as they strive to assist you as quickly as possible and manage the increased demand of new patients.

<b>GP Surgery</b>	<b>Address</b>	<b>Contact Number</b>	<b>Distance</b>	<b>Website</b>
Church Langley Medical Centre	Minton Way, Church Langley, Harlow, CM17 9TG	01279 638520	0.9 mile	<a href="http://www.clmp.co.uk">www.clmp.co.uk</a>
The Ross Practice	Keats House, The Fairway, Harlow, Essex, CM18 6LY	01279 215354	0.9 mile	<a href="http://therosspractice.com">therosspractice.com</a>
Hamilton Practice	Keats House, Bush Fair, Harlow, Essex, CM18 6LY	01279 215415	0.9 mile	<a href="http://www.hamiltonpractice.nhs.uk">www.hamiltonpractice.nhs.uk</a>
Sydenham House	Sydenham House Surgery, Monkswick Road, Harlow Essex, CM20 3NT	01279 422525	1.5 miles	<a href="http://www.sydenhamhousesurgery.co.uk">www.sydenhamhousesurgery.co.uk</a>
Lister Medical Centre	Lister House, Staple Tye, Harlow, Essex, CM18 7LU	01279 639791	2 miles	<a href="http://www.listermedicalcentre.com">www.listermedicalcentre.com</a>

**Other practices**

There are a further five surgeries within close proximity to Osler House surgery. You can register with any surgery as long as you live within the surgery's geographical catchment area and they have an open list. Some surgeries may accept patients outside their catchment area but this is at their discretion. You can find out more about GP surgeries by visiting the NHS

choices website [www.nhs.uk](http://www.nhs.uk). This website is very useful and provides information on the number of GPs at the surgery, what services they offer patients and what people think of those services.

If you fall outside of the identified surgery's catchment areas this website will also help you to identify the surgeries closest to where you live. Alternatively, you can contact your local Healthwatch Team. Healthwatch Essex is an independent organisation that provides information and captures your experiences of health and care in Essex. The contact details for the Healthwatch Essex Information Service are: Telephone 0300 500 1895 or [info@healthwatchessex.org.uk](mailto:info@healthwatchessex.org.uk)"

Once you have chosen a surgery, you will need to register with them. Please visit the surgery to obtain a registration form that you will need complete and return to the surgery. You may be asked for identification and one of these will ideally be photographic. **You will need to ensure that all members of your household including children are also registered at a new surgery.**

### **What happens if I don't register with a new surgery by Thursday 29<sup>th</sup> March 2018?**

If you do not register with a new surgery by Thursday 29<sup>th</sup> March 2018, West Essex Clinical Commissioning Group (CCG) will register you with another surgery and write to you with the details of your new surgery. This is to ensure that you have continued access to a GP surgery. If you are not happy with the surgery you are allocated to, you still have the choice to register with another surgery as long as you live within their catchment area and they have an open list.

### **Medication**

If you are on a repeat medication we would advise that you make sure you have an adequate supply of your medication prior to registering with a new surgery, because registration may take longer than usual throughout this transition period. This is because most surgeries are not happy to issue medication until they have seen a new patient. Please make sure that you ask The Practice Osler House for your repeat prescription before registering with a new surgery. If you are eligible for a flu immunisation, where possible please ensure you receive your flu immunisation before registering at a new surgery.

### **Further Support**

If you would like to speak to someone in person about the practice closure or registering with a new surgery there is the opportunity to speak to people directly as detailed below:

- Patient Advice and Liaison Service on 01992 566123
- Email West Essex CCG at [WECCG.comms@nhs.net](mailto:WECCG.comms@nhs.net)
- Healthwatch Essex is an independent organisation that provides information and captures your experiences of health and care in Essex. The contact details for the Healthwatch Essex Information Service are: Telephone 0300 500 1895 or [info@healthwatchessex.org.uk](mailto:info@healthwatchessex.org.uk)
- Representatives from West Essex CCG and the above GP surgeries will also be at
  - Potter Street Community Centre on Tuesday 13.03.18 at 13:00-15:00
  - Potter Street Baptist Church Hall on Monday 19.03.18 at 16:30-18:30

West Essex CCG would like to take this opportunity to thank The Practice Osler House and all the staff for all their hard work and continued support to patients.

**Please ensure that you share this letter with everyone in your household.**

Yours sincerely



Tracy Manzi  
Assistant Director of Primary Care & Localities