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4th December 2018

Patients

Dear Patients,

Re: Closure of Colney Heath Branch Surgery at 39 Hall Gardens, Colney Heath

As you may be aware, the GP partners have made the difficult decision to close the branch surgery at Colney Heath. Following the consultation period held earlier this year, NHS East and North Hertfordshire Clinical Commissioning Group (CCG) has now confirmed that the branch surgery will formally close its doors to patients at 1.30pm on 31st December 2018.

All future appointments beyond this date will take place at our main Burvill House Surgery. We would like to take this opportunity to remind you of our services as follows:

Prescription requests: Dropping paper prescription requests into Colney Heath branch will no longer be possible, but we do use the electronic prescribing service which enables you to choose which pharmacy you wish to use and your regular medication prescription will be delivered directly to them for picking up. Additionally, you are able to re-order your repeat prescriptions online, by fax or by post.

Making appointments: Your urgent appointments at Burvill will be telephone triaged as usual so that appointments are based upon health needs; routine appointments can be made by telephone, online or in person.

Home Visits: For those patients whose clinical condition requires a home visit one of our doctors will come to see them.

As our valued patients, we will of course continue to provide you with all of our General Medical Services from Burvill and our doctors and nurses look forward to providing your on-going clinical care.

Yours sincerely,

Dr. Restell, Dr. Dytham, Dr. Tangang, Dr. Bateman, Dr. Cross