

Dear Registered Patient,

NHS England, London Region  
GP Primary Care Commissioning  
5th Floor  
Skipton House  
80 London Road  
London  
SE1 6LH

6.2.2017

**Good Health PMS – Closure of Barnehurst Surgery from 24th March 2017**

We are writing to all registered patients of the Good Health PMS to advise that the Barnehurst branch surgery located at 83 Barnehurst Road, DA7 6HD will permanently close on 24<sup>th</sup> March 2017. If you have used the Barnehurst branch in recent months, you may have seen notices in the surgery advising of the planned closure and inviting your comments.

The main surgery at Erith Health Centre will remain open. The addresses, contact details and opening hours of the main surgery are given on the back of this letter.

The closure of the branch will not affect your registration with Good Health PMS and the doctors and staff very much hope that you will remain as a patient.

However, if you wish to register with a different practice you are free to do so. Further details of the process are given in the attached 'Questions and Answers' sheet which will also answer some of the other questions you may have about the Barnehurst branch closure.

If you have any questions you should contact the practice using the details which can be found on the back of this letter.

Yours sincerely



**Gary Beard**  
Assistant Head of Primary Care Commissioning

## Good Health PMS - Contact Details

**Address:** Erith Health Centre  
50 Pier Road  
Erith  
DA8 1RQ

**Telephone:** 01322 330 283

**Practice Website:** [www.goodhealthpms.co.uk](http://www.goodhealthpms.co.uk)

### Opening Hours:

	Good Health PMS
Monday	08:00am – 20:00pm
Tuesday	08:00am – 18:30pm
Wednesday	08:00am – 20:00pm
Thursday	08:00am – 18.30pm
Friday	08:00am – 18.30pm
Saturday	Closed
Sunday	Closed

If you require additional support or have any specific concerns, you should contact the practice for advice.

Alternatively, you can contact the NHS England Customer Contact Line: 0300 311 2233.

## **Closure of the Barnehurst Branch Surgery**

### **Frequently Asked Questions**

#### **Why is the Barnehurst branch surgery closing?**

Good Health PMS is committed to providing high quality health care to the patients it serves. The Barnehurst branch is a small converted retail unit which currently acts as a site for the provision of Primary Medical Services to approximately 8% of patients that are registered with Good Health. Good Health only provides a basic range of Primary Medical Services from its branch and is not fit for purpose. The local area is well served by other practices.

#### **When Barnehurst closes, will I still be able to see the same GP I am used to?**

Yes – you will still be able to see the same GP you normally see.

#### **Will I continue to receive home visits or speak to the doctors on the phone?**

The practice is committed to continue its service to the patients currently registered at Barnehurst branch and will continue to visit patients at home whenever clinically necessary. You can also avail of the telephone consultations with your doctors by ringing the Erith Health Centre number.

#### **Will the same services be available at Good Health PMS?**

Patients will receive a greater range of services at Good Health PMS. The Barnehurst branch provides only a basic range of Primary Medical Services and patients have to travel to Erith Health Centre to receive the following services; minor surgery, anti-coagulation, cervical smears, family planning, hypertension clinics, diabetes clinics, baby immunization and post-natal checks.

#### **What about opening times at Good Health PMS?**

The opening times of Good Health PMS are 8am – 18.30pm, Monday to Friday. In addition, they provide extended hours on a Monday and a Wednesday until 20:00pm.

#### **How far away are the other sites?**

The main practice site at Erith Health Centre is about two miles from the branch site but there are regular buses.

#### **How will I be able to make an appointment?**

You will be able to make appointments in person, by phone or online as you currently do.

#### **Will I need to change my Pharmacist?**

No – both practices already use the same pharmacies, so if you have a good relationship with your current one, there will be no need to change.

#### **Do I need to do anything?**

No you do not need to do anything. As a registered patient of Good Health PMS, your registration will continue even if you originally registered at Barnehurst or

normally use Barnehurst. This does not affect your right to register at another local practice at any time if you choose to do so.

**If I want to register at another practice, do I need to do this myself?**

If you wish to change your GP practice, you should contact the surgery with which you would like to register directly and ask them to register you. You can find a surgery near you using the NHS Choices website at [www.nhs.uk](http://www.nhs.uk) or the My Health London website at [www.myhealth.london.nhs.uk](http://www.myhealth.london.nhs.uk). Both sites give further information about practices, like opening hours and information about services. If you do not have access to the internet, you can call the NHS Customer Helpline on 0300 311 2233.

During the registration process the practice will need to check that you live within their catchment area. They will ask you to complete a registration form, giving details such as your name and address, date of birth, your NHS number (if you know it) and the name and address of your previous GP.