



Important information about your GP Practice June 2017

Dear Smallbrook Patient

Further to previous letters and the patient information notice in May 2017, we want to update you on the future of Smallbrook Medical Practice.

The Westbury Group Practice has made every effort to recruit new GPs so that Smallbrook can continue to provide a facility for local people as a separate, or as a branch surgery. However despite these efforts, the recruitment of the required number of GPs has not been successful and therefore reluctantly, with regret and after much consideration the Westbury Group Practice has made the decision to request the closure of Smallbrook Medical Practice.

Due to the circumstances and the ongoing discussions with the Patient Participation Group (and patient groups from The Avenue and Westbury), NHS England and Wiltshire Clinical Commissioning Group as commissioners of this service, have agreed to support this decision.

What does the closure of Smallbrook mean for me?

We understand this news will be unsettling and that you may have immediate questions, particularly about where you will be registered as a patient. The closure of Smallbrook may mean that you will want to transfer to another local GP Practice by 15 September 2017 and we will support you with this.

We are running open sessions at Smallbrook to give you the opportunity to come in if you would like support with registering with an alternative practice and to ask any questions you may have about the closure of Smallbrook.

Open sessions are as follows, you do not need to book in advance:

- Monday 19 June, 8.30am – 1pm
- Monday 26 June, 8.30am – 1pm
- Monday 3 July, 8.30am – 1pm

Between now and registering with a new practice, you will remain a patient with Smallbrook, which will continue to operate the current reduced hours service. If by 8 September 2017 you have not registered with another practice, we will automatically transfer you to the White Horse Health Centre.

Where can I register as a former Smallbrook patient?

You now have a choice about where you want to register as a former Smallbrook patient.

The White Horse Health centre has put measures in place to accommodate patients of Smallbrook Medical Practice and has been treating many of the Smallbrook patients during the three month reduced service from March 2017.

Although the White Horse Health Centre encourages you to remain with them, you do have a choice in where you would like to register. All Smallbrook patients will need to formally re-register either with White Horse Health Centre, or with another practice – see below:



Whitehorse Group Practice, Westbury (will be covering the town of Warminster and northwards to Westbury)

Mane Way, Westbury, BA13 3FQ
Tel: 01373 828376 www.westburygp.co.uk

The Avenue Surgery, Warminster (covering the majority of the current area for Smallbrook)

14-16 The Avenue, Warminster, BA12 9AA
Tel: 01985 224600 www.avenuesurgery.co.uk/

**Cherry Orchard Surgery (covering from Sutton Veny eastwards)
Codford St Mary**

Warminster, BA12 0PN
Tel: 01985 850298 www.theorchardpartnership.co.uk

Mere Surgery (covering areas to the south west of Warminster)

Dark Lane, Mere, Warminster, BA12 6DT
Tel: 01747 860001 www.meresurgery.co.uk

Beckington Surgery (covering areas to the north west of Warminster)

St Luke's Surgery, St Lukes Road, Beckington, BA11 6SE
Tel: 01373 830316

Once you have decided which Practice you would like to register with, please contact them directly.

Why is Smallbrook Surgery closing?

Increased demands on primary care and the national shortage of GPs have recently impacted Wiltshire. For Smallbrook, the loss of two GPs and one to maternity leave has meant increased pressure and challenges on the Practice to continue delivering a full service to meet the demands of local patients.

Efforts to recruit GPs into Smallbrook have been unsuccessful and therefore, following a three month crisis planning period, the difficult decision has been taken to close Smallbrook and offer alternative Practices for patients to register with.

Contact us

If you have any specific queries regarding your healthcare during this transition period, please contact Westbury Group Practice on 01373 828376.

If you have any concerns as a result of this letter, please contact our Patient Advice Liaison Service (PALS) on 0300 123 2103 (9am – 5pm; answer phone outside of office hours) or by email: WCCG.complaintsandpals@nhs.net

You can also get in touch with Healthwatch Wiltshire on 01225 434218, or by email: info@healthwatchwiltshire.co.uk

Mark Dickson
Practice Manager