



[Patient Name & Address]

Unex Tower,
5 Station Street,
Stratford,
London
E15 1DA

XX November 2017

Switchboard: 020 3688 2300
NEWCCG.Primarycare@nhs.net

IMPORTANT INFORMATION

Dear [Patient Name],

Retirement of Dr Zakaria - Upper Road Medical Centre

We are writing to you with important information about your GP surgery.

Your GP, Dr Zakaria retired on 10 November 2017. He is the sole GP holding the contract with NHS England to provide medical services at Upper Road Medical. This means that Dr Zakaria will no longer be responsible for your medical care or working at the practice.

Newham Clinical Commissioning Group (CCG) have made temporary arrangements for the GPs at Essex Lodge Medical to provide your care at the Upper Road Medical starting 13 November up to 5 January 2018.

What does this mean for you as a patient?

The practice will remain open until 5 January 2018 and then close. You will be able to receive your medical care uninterrupted until 5 January 2018.

You and other members of your household registered with Dr Zakaria will need to register with a new local GP practice as soon as possible before the surgery closes. It is important that you register with a GP practice near where you live **before 5 January** so you can continue to receive GP services after the surgery closes.

To support you with registering with a new practice, a registration form has been included with this letter. You will also find a list of practices located close to Upper Road Medical Centre. The NHS Choices website <http://www.nhs.uk/Service-Search> also provides useful information and reviews about practices. This may help you in deciding where to register as it provides practice opening hours, details of doctors and the range of services provided at each practice.

When you contact the practice of your choice about registration you should check if there are other documents you need to provide them with.

We are engaging directly with the neighbouring GP practices on the list to ensure you will be able to register without difficulties. If you are unable to visit the new surgery to register before 5 January, you can request if they will accept the completed registration form by post accompanied with this letter to verify your address.

Once you have registered with a new GP before 5 January 2018, your records will be transferred to your new practice automatically. If you register after the surgery closes, your records will be sent to safe storage until requested by the practice you register with in the future.

Patient Meeting

We have organised two drop in sessions to give you the opportunity to ask questions and speak to us about these changes. Both meetings will cover the same content, if you wish to attend you only need to attend one session. The details of the meetings are:

- 30th November 2017, 11:00 – 13:00
- 7th December 2017, 17:00 – 18:30

Both sessions will be held at Upper Road Medical Centre

If you have any questions about the content of this letter, you may contact the NHS England Customer Contact centre on 0300 3 11 22 33 or write to us at the above address in the first instance.

This information may be available in alternative languages, upon request.

Yours sincerely,

Jenny Mazarelo
Associate Director of
Primary Care Commissioning
NHS Newham CCG

Lorna Hutchinson
Assistant Head of Primary of Care
NHS England – London Region

GP Surgeries closest to Upper Road Medical Centre

You can also find practices close to where you live by searching on-line. Enter your home postcode in the search box at: <http://www.nhs.uk/Service-Search/GP/LocationSearch/4>

Practice Name	Address	Telephone	Distance from Upper Road Medical Centre (miles)
The Project Surgery	10 Lettsom Walk, E13 0LN	020 8472 5234	0.2
Essex Lodge	94 Greengate Street, E13 0AS	020 8472 4888	0.4
Greengate Medical Centre	497 Barking Road, E13 8PS	020 8471 7160	0.5
West Ham Medical Practice	401 Corporation Street, E15 3DJ	020 8555 0428	0.5
Esk Road Medical Centre	12 Esk Road, E13 8LJ	020 7474 9002	0.6
East End Medical Centre	61 Plashet Road, E13 0QA	020 8470 8186	0.6
Abbey Road Medical Practice	28A Abbey Road, E15 3LT	020 8534 2515	0.7

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