

Important Patient Information

Harbour View Healthcare Shoreham Health Centre Pond Road Shoreham by Sea BN43 5US	Northbourne Medical Centre 193A Upper Shoreham Road Shoreham by Sea BN43 6BT	The Manor Practice Southwick Street Southwick BN42 4TA	Harbour View Healthcare 3 Downsway Southwick BN42 4WA
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Dear Patient

Harbour View Healthcare, Northbourne Medical Centre, and the Manor Practice are uniting to form Adur Health Partnership.

Our three well-established practices are merging to become one single primary healthcare provider: **Adur Health Partnership**. The transition period during which our clinical computer systems will merge begins on Friday 4th December and will be completed by Monday 14th December.

Will the merger affect me?

Our priority is our patients. We have always aimed to provide trustworthy, reliable and patient-centred healthcare and we will continue to do so. We are working hard to ensure that the merger proceeds as smoothly as possible and will aim to minimize any disruption to the service we provide our patients. However, your practice will still be *your practice*, 'business as usual', and you will still be able to see your usual doctors, nurses and practice staff. Your surgery's telephone number will remain the same.

Why are we merging?

The last few years have seen growing pressure on GP practices across the country as we live through a national recruitment and retention crisis and stretched social and community care. Coupled with this pressure, our local population is increasing and ageing, which means we need to be able to provide healthcare for people with an array of more complex health needs. And then COVID came along.

The best way of meeting these challenges is to join forces. Our three local practices have always valued the close ties we have and we are genuinely enthusiastic about future possibilities and our ability to provide a healthcare service that puts our patients, and the relationships we have built up over the years, at its heart.

A larger partnership means stability. It means we can offer more flexible and timely access, reliability and continuity of the services we deliver, a wider range of professionals to consult with on a broader range of services, and shorter waiting times due to a larger team.

Will anything change?

The short answer, as far as our patients are concerned, is no. We do not want our patients to experience any avoidable disruption, therefore we're working hard to ensure a seamless transition in providing our services.

- **Your surgery.** You will be seen in the same familiar surroundings as all four sites will continue to operate. If your condition is urgent and an appointment is available at one of the other sites, you may be asked to make a slightly different journey to be seen more quickly and efficiently.
- **Your GP.** You will be able to speak to or see one of your usual GPs. If you have a long-term health problem, you'll still be able to see your preferred GP or nurse and if you usually attend a specific clinic, for example diabetes or asthma, then this will continue.
- **Opening hours** will remain the same with telephone lines open for all patients from 8.00am until 6.30pm Monday to Friday. We provide some extra clinics outside these opening times and these clinics will run as normal.
- **Telephoning the surgery.** You will be able to make contact with your local surgery just as you do currently.
- **Patient Access (online services – for Manor and Northbourne patients only).** One unavoidable but important point to note is that all patients using Patient Access will need to re-register to continue to use this. The practice will issue new login details for patients affected. We do apologise for this inconvenience.
- **Making an appointment.** Each practice currently has a different appointment system. We are aligning the booking and appointment systems for our new partnership to be as user-friendly as possible and to continue to offer urgent 'on the day' help, advice and consultations as well as our usual 'book ahead' appointments for less urgent matters.

We aim to follow up this letter with further important and helpful updates to keep you, our patients, as fully informed and reassured as possible.

Please rest assured that we firmly believe that this merger will provide long-term sustainability for all three practices and allow us to develop and extend the range of services we can offer. We remain committed to your care and wellbeing.

Yours sincerely,

Dr Howard Bentley Dr Victoria Collins Dr Anna Cressey
Dr Victoria Figueira Dr Mark Halloran Dr Charlotte Hoey
Dr Simon Howard Dr Christopher Huckstep Dr Gillian McIlroy
Dr Joana Monjardino Dr Keith Thomas Dr Aran Vazquez