

To all patients of  
Northville Family Practice

Customer Services  
NHS BNSSG CCG  
South Plaza  
Marlborough Street  
Bristol  
BS1 3NX

3 September 2019

Dear Patient,

We wrote to all patients in early July 2019 to let you know that the contract at Northville Family Practice will end on **30 September 2019**, and the practice will close. We asked that you register with an alternative practice by this date.

A number of other practices in the area are able and willing to register patients leaving Northville Family Practice, so nobody will be without a doctor.

Many patients have already registered with another practice, and we would like to thank you for doing this.

If you have not yet chosen a new practice for your care, you will receive a follow-up letter in the post in the week beginning 9 September 2019. The follow-up letter is headed "Please note: this letter is important and requires you to take action."

If you receive the follow-up letter, please follow the guidance to register with a new practice as soon as possible. If you do not register with a practice before 30 September 2019, we will allocate you and your medical records to another local practice. We will write to advise you in October which practice you have been allocated to, and you will retain your right to register with another practice following this, if you wish.

### **How to register with another practice**

All practices offer similar services, however some will have more room than others for new patients. They will accept you as a patient if you live in their catchment area.

The NHS website [www.nhs.uk](http://www.nhs.uk) has a **Find a GP** function which will give you a list of GP practices, based on your postcode. The list starts with the nearest practice and gives a telephone number for each one.

You will need to contact your preferred practice to ensure you live within their catchment.



**Important - please note:**

From **1 September 2019**, Northville Family Practice will only be able to provide appointments for patients with urgent needs; this is to help ensure the safe closure of the surgery. Bookable routine appointments will not be available after this date. If you require pre-bookable, routine appointments we would encourage you to re-register with a new practice as soon as possible.

**Questions and support**

A summary of feedback received during the engagement exercise can be viewed at [www.bnssgccg.nhs.uk/get-involved/surveys-and-consultations/northville-practice](http://www.bnssgccg.nhs.uk/get-involved/surveys-and-consultations/northville-practice)

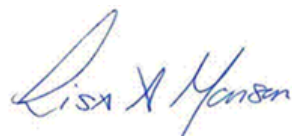
If you would like help finding details about local GP practices or have any particular concerns about finding a new doctor, please contact our Customer Services team by:

**Calling:** 0800 073 0907

**Emailing:** [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net)

**Writing:** Customer Services, BNSSG CCG, South Plaza,  
Marlborough Street, Bristol, BS1 3NX

Yours sincerely



Lisa Manson, Director of Commissioning  
Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group

**For further copies of this document or copies in alternative formats or languages, please contact the Customer Service team at the details above.**

