16th March 2021

Dear Patient

**WINDERMERE AND BOWNESS MEDICAL PRACTICE**

We wanted to write to you with an update and give reassurances in regards to the clinical provision and plans for Windermere and Bowness Medical Practice from the 1st April 2021. As way of introduction, CHoC have cared for patients in the area for over 20 years and deliver a range of services including running a GP practice in the North of the County, in Glenridding, as well as caring for patients during the evenings and weekends when GP practices are closed. As you may know the services at the practice will become the responsibility of CHoC for a 6 month period, starting on 1st April 2021.

We are a values driven Social Enterprise not for profit organisation, and are confident that you will receive high quality care from CHoC as registered patients at Windermere and Bowness Medical Practice. All of the CHoC services are rated as outstanding by the Care Quality Commission.

We are working together with the staff at the Practice during March to ensure a smooth transition to a new organisation and are fully committed to deliver a consistent clinical workforce, with increased access to clinical appointments for the local population. We are committed in supporting all the employees and patients at the Practice and want to reassure you that from 1st April 2021 it will be business as normal.

CHoC remains committed in supporting the population to secure a long term solution for all patients at Windermere and Bowness Medical Practice, and we look forward to delivering a high quality clinical service to you all from 1st April 2021.

We do appreciate that this might be a concerning time for you but we would like to reassure you that you should continue to access care at the health centre in the same way you do currently; attached to this letter is a brief frequently asked questions (FAQ) which should cover some of the queries that you have.

I do hope that this information is helpful to you, but if you have any questions or concerns please contact the CCG Primary Care Team via PC@morecambebayccg.nhs.uk

Yours sincerely,

CHoC Executive Team

**Frequently Asked Questions (FAO)**

**QUESTION:** Will I need to register as a patient with CHoC?

**ANSWER:** No, your current registration with OneMedical Group will be transferred to CHoC automatically on the 1st April 2021.

**QUESTION:** Will CHoC have access to my medical record?

**ANSWER:** Yes, the staff from CHoC involved in your care will be able to access your medical record, including details of any medication that you receive regularly.

**QUESTION:** Will CHoC be based at the Health Centre?

**ANSWER:** Yes, CHoC will continue to use the current premises and will be on site from March 2021.

**QUESTION:** Will I still be able to see a GP at the health centre?

**ANSWER:** CHoC will continue to provide face-to-face appointments with patients. As with all other GP practices, CHoC will follow Covid-19 guidelines for the protection of patients as well as staff which means also offering telephone/video consultations where clinically suitable.

**QUESTION:** Will there be consistent GPs/ANPs (advanced nurse practitioners)?

**ANSWER:** Yes, we are recruiting local clinical staff, who will work consistently at the Medical Practice.

**QUESTION:** Will there be male and female members of the team?

**ANSWER:** Yes, we wish to set up a clinical team with the wide-ranging skills required and will endeavour to provide appointments with male and female high-level clinicians, i.e. GPs or ANPs. Our prime aim will always be to provide a proper standard of care.

**QUESTION:** What does it mean that CHoC are caretaking the contract?

**ANSWER:** It means that the services at the practice are the responsibility of CHoC during the 6 month caretaking period. We would like patients to know that we want to work with the patients and the practice team during this time to provide services at the high standards we expect from all of our current services.