



Albert Road and Britannia Village Surgery

Albert Road: 76 Albert Road, North Woolwich, London E16 2DY
Britannia Village: 12 Wesley Ave, Royal Docks, London E16 1TU
Albert Road Tel: 020 8104 2222 | Britannia Village Tel: 020 8104 2222
Web: www.newhampractice.co.uk | Email: albertroad.britannia@nhs.net

Monday 25th January 2021

IMPORTANT INFORMATION

Re: Britannia Village Surgery relocating to new premises

Dear Patient/Guardian,

We are writing to you as a patient currently registered at Albert Road and Britannia Village Surgery to provide you with information about the upcoming relocation of Britannia Village Surgery.

In 2018, NHS Newham CCG approved the relocation of Britannia Village Surgery to a new state-of-the-art premises located at **Pontoon Dock, Royal Wharf, North Woolwich Road, E16 2HP**. This new facility has been a joint project between the Health & Care Space Newham, NHS Newham CCG, Barts Hospital and AT Medics, part of a large development of housing and local services called Royal Wharf.

We are really excited to provide this new healthcare facility to our patients. All of our staff and clinical team who usually work at the current Britannia Village Surgery site will transfer to the new premises, ensuring continuity of care for you. We are very hopeful that all existing and new patients will significantly benefit from receiving improved services in this state-of-the-art, purpose-built health centre.

The move is scheduled to take place on Monday 22nd February 2021. This could change subject to Covid-19 restrictions.

Background

The North Woolwich area of Newham has been undergoing significant redevelopment over the past few years, transitioning from a predominately industrial estate to an area of mixed accommodation. This has resulted in a large increase in the number of people who live in the area. A larger and better primary care facility has become essential in order to provide adequate healthcare services, responding to the needs of local people. The premises lease at the current Britannia Village Surgery site is also soon coming to an end. It was therefore decided by Newham CCG to take the opportunity presented by the new development at Royal Wharf.

1. What does this mean for patients?

You will continue to be a registered patient of the practice.

There will be NO CHANGES to your registration or medical records. The move will not affect the care that you receive and you will be able to continue to access all of the services you that we currently offer.

We will still be responsible for providing your care and will be able to access your medical records from the new location and during the relocation period.

Booked face-to-face appointments will take place at the new premises from Monday 22nd February 2021. The last day of service at the current Britannia Village Surgery site was 14th December 2020.

Due to COVID-19 health and safety restrictions, services for Britannia Village Surgery patients have been temporarily provided from Albert Road Surgery. Patients wishing to continue to access

services from Albert Road Surgery may continue to do so. As before, you have the choice to be seen at whichever surgery you choose. We will continue to offer this unique choice to our patients.

If the move to the new premises and the opportunity to also access Albert Road Surgery is not convenient for you, you may visit the NHS Website in respect of other local practices. However, we would like to continue to provide services to all of our patients.

We know that change can be difficult and we would like to hear your views. We hope to **invite you to a patient open evening in March 2021**, subject to any COVID-19 restrictions. You will be able to visit the new premises, share your views with us and ask any questions you may have.

We will make every effort to ensure minimal disruption to services during the relocation period, and will notify you if we anticipate any potential disruptions as soon as possible.

2. Location of the new premises

Pontoon Dock is approximately 0.6 miles from the current Britannia Village Surgery site. This is approximately a 3 minute drive by car, a 10 minute journey by bus (route 474), 7 minutes by TfL rail or a 10 minute walk. Please see attached map of the current and new premises with travel information.

3. Change to practice name

Due to the relocation of the practice, NHS England require us to change the practice name.

We asked patients to help us decide a new name for the practice in a variety of ways:

- we issued an online survey to 10,650 patients and had 1,948 responses;
- we also issued 10,650 text messages patients;
- finally, we also met with our Britannia Village Surgery Patient Participation Group.

We are grateful to all of the patients who took part in this process. We can confirm that the new practice name is: **E16 Health- Albert Road and Pontoon Dock**.

4. Where can I access further information regarding the relocation?

To help address any immediate queries that you may have regarding the relocation of the practice, a set of Frequently Asked Questions (FAQs) are included with this letter.

We will also be holding **a series of virtual sessions** where you can talk to us regarding the relocation and to share any queries or concerns that you may have. These sessions are planned to take place on the following dates and times. You are invited to attend at any time throughout the sessions.

Date	Time
Wednesday 17 th March 2021	13:00
Wednesday 17 th March 2021	17:00

Contacting us

You are very welcome to contact any member of our team regarding the relocation either via telephone on 020 8104 2222 or via email on albertroad.britannia@nhs.net. We hope that you will remain registered with our practice, as we would like to continue delivering healthcare services for you.

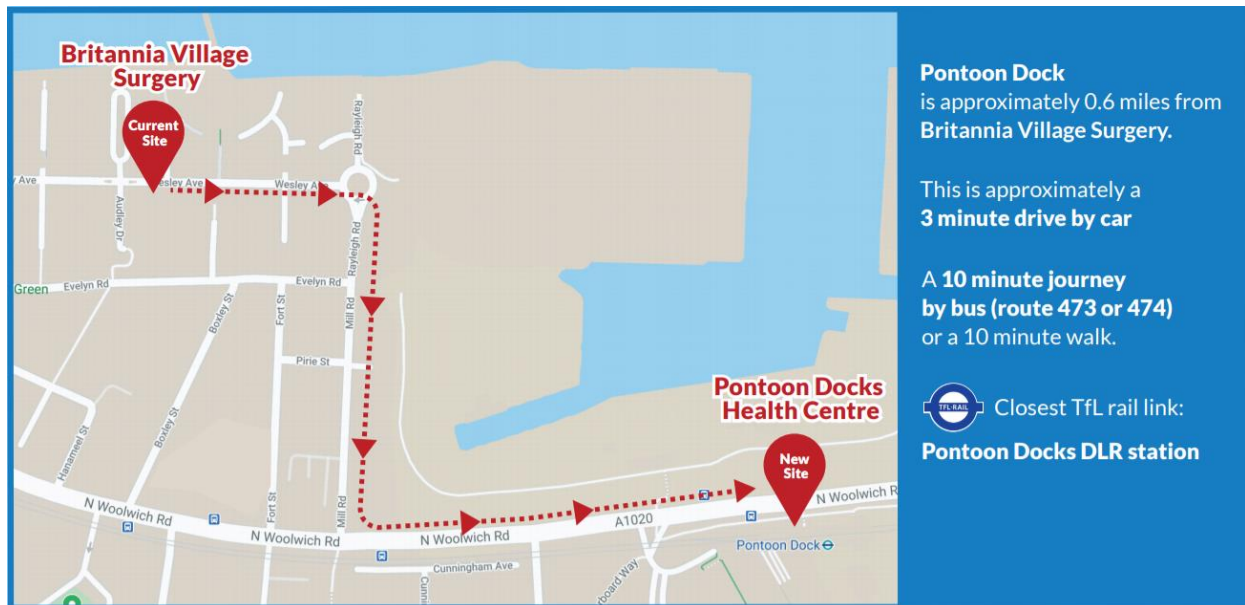
Yours sincerely,



Dr Muneeb Choudhry

GP and Medical Director at Albert Road and Britannia Village Surgery

Map of the current and new premises, together with travel information:



Frequently Asked Questions (FAQs) regarding the relocation of Britannia Village Surgery

Q: Will I need to re-register with the practice due to the relocation?

A: **No**, you WILL NOT be required to re-register with the practice as a result of the relocation. You will continue to access and receive healthcare services as you normally do, albeit from a different location. You will not be de-registered from the practice as a result of the premises relocation.

Q: Will I get the same GP services I currently receive at the new site?

A: The same GP services provided to patients at Britannia Village Surgery will be provided at the new practice premises. Pontoon Dock is a more modern, purpose-built healthcare. We hope to further improve your experience at the new premises.

Q: Can I be seen at Albert Road Surgery?

A: **Yes**, you can choose to access and have your appointments at either surgery. The surgery will continue to operate from two sites; the current Albert Road Surgery site and the new Pontoon Dock site.

Q: What happens to my medical notes?

A: Your paper medical notes will be stored at Albert Road Practice. These will be easily accessible if the needs arises to view these notes. In time, the CCG has plans to digitise all patient records. All patients have digital medical records, and our IT system will transfer to the new premises, allowing our team to continue to access your medical records without disruption.

Q: If I am not happy to move to Pontoon Dock or be seen at Albert Road, what should I do?

A: You will need to register with another GP Surgery. You can find out which GP surgery is more accessible to you by visiting the NHS.uk website.

Q: Will the practice details change?

A: The Britannia Village Surgery address will change from 12 Wesley Ave, Royal Docks, London E16 1TU to Pontoon Dock, Royal Wharf, North Woolwich Road E16 2HP. The telephone number, email address and website will all remain the same.

The name of the practice will be changing. The new practice name will be E16 Health - Albert Road and Pontoon Dock, following feedback from patients.

Q: I am unable to attend any of the engagement events, who can I contact for more information?

A: Please contact us via telephone on 020 8104 2222 or via email on albertroad.britannia@nhs.net if you would like further information, and a member of the practice team will be happy to assist.

Q: The new location is too far for me, can I register with another practice which is more local?

A: You have the choice to register with another GP practice if you wish. You can visit the NHS.uk website to find another nearby GP surgery. You may also contact the NHS England customer contact centre on 0333 014 2884 or Healthwatch Newham on 020 3866 2969 for further guidance.

Q: What is NHS Newham Clinical Commissioning Group?

A: It is the statutory body responsible for planning, putting in place and monitoring health services for Newham residents. They commission services like hospitals, community health, mental health, general practice (GP) and some pharmacy services. Their website is: www.newhamccg.nhs.uk.

Q: Where can I get information on other local services?

A: If you require further information regarding other health and social care services available in your local area, you can contact Healthwatch Newham on

- 020 3866 2969
- info@healthwatchnewham.co.uk
- <https://www.healthwatchnewham.co.uk/content/contact>