



New Horizons Medical Partnership



June 2019

Dear Patient,

Thank you to all those patients who participated in our recent Patient Engagement meetings and survey in March.

Following on from these, we are delighted to confirm that West Hampshire Clinical Commissioning Group have now given permission for Forest Gate Surgery and Dr. Godfrey & Partners (Totton Health Centre) computer systems to be merged in order for us to work closer together. To achieve this, the Totton Health Centre system is added to the existing Forest Gate system. This choice was made due to the difference in list sizes and other technical issues.

Initially the name will appear as Forest Gate Surgery, as this is the host system; this is only for technical reasons and will change to New Horizons Medical Partnership over a two month period. This is due to NHS England rules which do not allow any name change to occur until after the formal system merger; unfortunately, this issue is beyond our control.

The formal process for this technical change will begin w/c 15th July, 2019.

On Friday, 19th July and Monday, 22nd July "on the day" appointments only will be available at Totton Health Centre. It will not be possible to make routine appointments or book ahead. Forest Gate patients can book as normal. Urgent cases needing to be seen on the day will be seen as normal, but Clinicians will not have access to the medical record on these two days.

IMPORTANT - Please note that no prescription service will be available on Friday, 19th July at Totton Health Centre. Please order your prescriptions early if you need repeats in this period to avoid problems.

Unfortunately, the Totton Health Centre Patient Access on line booking system will need to be switched off at 08.00 on Monday, 15th July and will not be available for Totton Health Centre patients to use again until after 22nd July.

We very much regret that current Totton Health Centre Patient Access on line users will be required to formally register again for on line use after 22nd July; re-registering is a national requirement and there is nothing the partnership can do to change this.

Totton Health Centre patients should ensure they request any medications on repeat prescription to take account of the temporary unavailability of the Patient Access on line system.

Please be assured we will do our utmost to limit inconvenience to our patients. Please bear with our practice teams during this difficult time.

Thank you.

Dr. S.J. Godfrey, Dr. N.P. Arney, Dr. S.P. Gaunt, Dr. M.A. Falle, Dr. C.E. Johnson, Dr. D.T. Booth, Dr. E.F. Hunt, Dr. H. King, Dr. A. Powell, Dr. S.A. McInnes, Mrs. Iris Pilgrim, Mrs. Emma-Clare Rockall