

ElderCare New Contract Hours 2016

Dear Patient

We are pleased to inform you that NHS St Helens CCG (NHS Clinical Commissioning Group) has renewed its contract with ElderCare for delivery of NHS services. This is good news in uncertain times. This follows on the background of the initial 5 year contract completion by ElderCare and 2 further single year extensions by NHS England. Aspect Health has worked closely with the CCG to achieve the best outcome for patient services in this contract.

However, the cost of delivering this service has increased steeply in recent years due to multiple factors. I have to report that NHS funding has not been able to keep pace with such increases. In order to keep the service viable we have had to keep costs within the funds available and this has meant reducing our opening hours to that of national GP "normal" or "core" hours. This means our ElderCare opening hours will be 8am to 6.30pm weekdays with the practice closing on Saturday mornings. Periods outside of these times will fall into the category of "Out Of Hours" and as before a GP service will remain available to you via St Helens Rota. You just dial the ElderCare number as before and your call will be automatically transferred.

These changes will come in to effect as of the 1st April 2016.

We appreciate your understanding and can assure you of our on-going commitment to care through the practice. Your support of the practice is very much valued and I hope you will not find these changes too disruptive.

In summary with effect from 01.04.2016

Opening hours Mon to Fri 8am to 6.30pm

Closed Saturday, Sundays and Bank Holidays

Urgent care available 24/7 via our telephone number 01744 621858

Yours faithfully

Dr Michael Van Dessel, Medical Director, ElderCare.

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