**Important Information Regarding Practice Merger**

Dear Patient,

We would like to inform you about important changes due to the merger of Bradley Stoke, Stoke Gifford, and Conygre Road surgeries. These practices officially merged in April 2025.

**Temporary Changes to Services**
To increase resilience and improve our service, we are merging our clinical IT systems. This will mean that:

* Bradley Stoke Surgery will only be offering **urgent on-the-day medical care** from 1 pm on **Friday 4th July** and all day on **Monday 7th July**.
* During the IT system merge, we will not be able to access your digital clinical records.
* Repeat prescription requests will not be processed during this period.
* To ensure you have enough medication, please submit any repeat prescription requests at least **one week before** the merge dates.

**Benefits of the Merger**
This merger is an important step towards providing enhanced care and services for all patients. The combined practice will offer:

* **Expanded services:** A wider range of healthcare options available across the three sites.
* **Improved continuity of care:** Your medical history and records will be transferred to a single clinical IT system shared by all three surgeries.
* **Increased access:** You can choose to attend appointments at Bradley Stoke, Stoke Gifford, or Conygre Road surgeries.
* **Enhanced technology:** We are implementing the latest clinical software to improve efficiency and communication.

**Your Records and Information**
Your medical records will continue to be securely stored and managed within our clinical IT system. We have completed all required checks as directed by NHS England to ensure your personal information remains safe and confidential throughout this process.

We appreciate your understanding and support during this transition. We are excited about this new chapter and are confident it will benefit you and our community.

If you have any questions, please do not hesitate to contact us.

Thank you for your continued trust in our practice.

Kind regards,

Stokes Medical Group