

Dear patient,

12 January, 2024

I am pleased to inform you that *gtd healthcare*, a not-for-profit provider of healthcare services, has taken over the temporary management of The Duru Practice. This arrangement came into effect on Monday, 18 December, 2023.

I would like to take this opportunity to introduce you to *gtd healthcare* and provide reassurance that you will not experience any immediate changes to the day-to-day running of the practice and many of the staff will remain the same.

gtd healthcare has a long-established relationship with patients in Oldham as we have provided services in the area for more than 25 years. We manage 13 other GP practices, including Lindley Medical Practice, which is based on the ground floor of the Integrated Care Centre. Also, we run a number of additional services from the Integrated Care Centre including the 24-7 Urgent Care Hub, an out-of-hours service, which patients can access when GP practices are closed, the Enhanced Access Service and paediatric clinic. Other services we operate in Oldham include the Pre-Emergency Department Streaming Service at The Royal Oldham Hospital, Oldham Blood Service, monitoring of patients in care homes and Latent Tuberculosis Service.

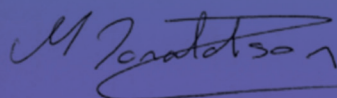
Our main priority while *gtd healthcare* is managing the practice temporarily is to ensure you receive the highest quality and safest care possible. We are passionate about providing patients with access to the right care at the right time and in doing so, the wider support team, both clinical and non-clinical are determined to drive forward improvements at the practice.

Of particular importance:

- **You are still registered with The Duru Practice as a patient.**
- You can **access the practice as normal**, by calling the same practice number: **0161 271 3160**.
- Services at the practice will continue to be **delivered from the same Duru Practice premises**.
- You should **continue to contact the practice** to access appointments and for repeat prescriptions, as needed.
- Any appointments that you have booked **will still go ahead**, unless you are specifically asked to rearrange them.
- If you have any questions or concerns about the changes at The Duru Practice, please contact the customer care team on **gmicb-old.customercare@nhs.net** or phone **07966 746 117**.

Over the next few weeks, we will be organising a drop-in morning at the practice so that you can come and meet with the team, access NHS health checks and information. Further information will follow but in the meantime, if you would like to find out more about *gtd healthcare*, please visit **www.gtdhealthcare.co.uk**.

Best wishes,



Mark Donaldson
Head of Locality, Oldham

