

Dear patient,

19th July 2018

Re: Planned closure of Butler Avenue branch surgery at the end of September 2018

The Harrow Primary Care Committee, which oversees the delivery of primary care services in Harrow, has approved the practice's application to close Butler Avenue surgery. **The last day which Butler Avenue will be open is Friday 28th September 2018.** GP Direct will cease operating from 43 Butler Avenue, Harrow, HA1 4QA after this date.

The practice undertook a comprehensive consultation with patients about the planned closure from December 2017 till June 2018. Throughout this period we have worked closely with our Patient Participation Group, wider patient population, Harrow Clinical Commissioning Group and NHS England to ensure that this decision would not be detrimental to the care of patients. We fully appreciate that this decision will not be welcomed by all patients, as for many patients Butler Avenue surgery is closer to their home than our other two sites, located at Welbeck Road and Eastcote Lane. However, the decision to close Butler Avenue branch surgery was based on several factors which had to all be carefully considered before reaching this decision.

The key issues are as follow:

- Butler Avenue surgery is very old and needs constant building maintenance when problems arise and are often time consuming to resolve, and this, along with a lack of appropriate disabled access, makes the site impractical as a GP surgery in the long-term.
- The quality of the building does not meet the high standards expected by NHS England or the Care Quality Commission (CQC) of a modern GP practice.
- The partners have invested significant funds of their own money in the Welbeck Road surgery and Eastcote Lane surgery refurbishments. Therefore, the maintenance and remedial works at Butler Avenue surgery are financially draining on the practice.
- Having the whole clinical and non-clinical team working at the main site at Welbeck Road and Eastcote Lane, will improve communication and continuity of care for all our patients. We believe we will be able to provide services more efficiently by no longer having to spread staff across three sites.

The recent completion of the extensive refurbishment and extension at our main site at Welbeck Road in May 2017 presented us with a viable opportunity to reassess the way we work as a practice. Welbeck Road surgery has now been elevated to the level of a purpose built healthcare centre and has increased our capacity significantly, in terms of consulting rooms, administration space and the patient waiting area. We also completed a refurbishment of Eastcote Lane Surgery to ensure it better meets infection control and health and safety standards.

As a result of this change we hope to offer all of our currently registered patients who attend Butler Avenue an improved service with additional appointments and greater continuity of care at the modern and adequately equipped premises at our main site at Welbeck Road.

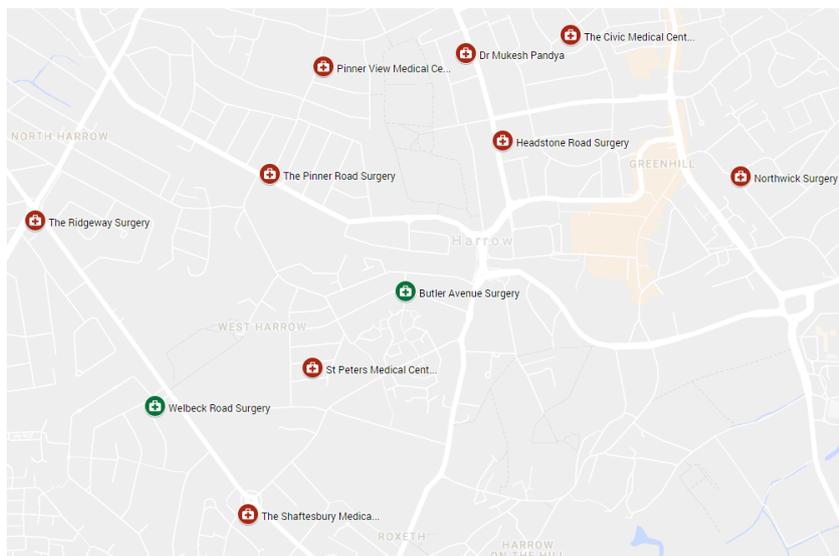
We would like to reassure patients of the following:

1. We will not be asking any of our patients to leave GP Direct.
2. All currently registered patients, including patients who are usually seen at the Butler Avenue, will be offered appointments at our main site at Welbeck Road and Eastcote Lane if they need to see a GP or a nurse. Dependent on the route taken from Butler Avenue to Welbeck Road surgery it is only 0.7 miles distance.
3. We will continue to offer home visits for all our frail and housebound patients, even if they reside closer to Butler Avenue surgery than to our other sites.
4. There will be no staff redundancies or a reduction in clinical sessions. All clinical sessions currently offered at Butler Avenue will be moved to Welbeck Road and Eastcote Lane surgeries.

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We recognise that not all of our patients will be willing or able to travel to Welbeck Road and Eastcote Lane surgeries, patients who choose not to remain registered with the practice may register with practices more local to them.

The following nine practices are within a 1 mile radius of Butler Avenue surgery.



Surgery	Address	Telephone	Distance from Butler Avenue (in miles)
St Peters Medical Centre	Colbeck Road, Harrow, HA1 4BS	020 8864 4868	0.3m
Headstone Road Surgery	107 Headstone Road, Harrow, HA1 1PG	020 8863 8923	0.4m
Pinner Road Surgery	196 Pinner Road, West Harrow, HA1 4JS	020 8427 0130	0.5m
Dr Mukesh Pandya	48 Harrow View, Harrow, HA1 1RQ	0208 427 7172	0.6m
Pinner View Surgery	33 Pinner View, Harrow, HA1 4QG	020 8427 1246	0.6m
Shaftesbury Medical Centre	39 Shaftesbury Parade, South Harrow, HA2 0AH	020 8423 5500	0.6m
Civic Medical Centre	18-20 Bethcar Road, Harrow, HA1 1SE	020 8427 9445	0.7m
The Northwick Surgery	36 Northwick Park Road, Harrow, HA1 2NU	020 8515 1300	0.8m
The Ridgeway Surgery	71 Imperial Drive, Harrow, HA2 7DU	020 8427 2470	0.9m

We are confident that the closure of Butler Avenue surgery will allow us to offer better care to you from our remaining surgeries at Welbeck Road and Eastcote Lane which are both fit for purpose.

Once again, we would like to reassure all of our registered patients, who attend Butler Avenue surgery that they will continue to be cared for by the practice at our remaining sites and that there will be no redundancies or a reduction in clinical sessions.

Butler Avenue surgery will continue to operate as normal until Friday 28th September 2018. You may continue to make appointments, request repeat prescriptions and access reception services as normal until this date. Following **Friday 28th September 2018** the site will be closed.

In the meantime, if you have any questions or concerns, please feel free to contact the management team at the practice and will certainly be on hand to respond.

Yours sincerely,

From the partners and management team at GP Direct