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Providing NHS services

ShIPLEY Medical Centre  
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[www.shipleymedicalpractice.nhs.uk](http://www.shipleymedicalpractice.nhs.uk)

Dear Patient

We are writing to you with some exciting and important news.

From early April 2019, ShIPLEY Medical Practice and Westcliffe Medical Practice are formally joining together to become one practice and improve the services which patients receive in ShIPLEY while continuing to meeting the increasing demand for healthcare.

The two practices have been working closely together as a GP Partnership for a number of years, along with 6 other practices across Bradford and Keighley under the name of **Affinity Care**. The merger is a natural progression of the current working relationship between the two practices.

We are holding a meeting for patients of both practices at ShIPLEY Library on **Monday 18<sup>th</sup> March commencing at 7pm** to tell you more about our plans and the changes. It will be really good to see as many of our patients come along where we can share more details in person. In the meantime, the following information will help explain some of our decisions.

You don't need to do anything ahead of the merger, both sites at Westcliffe Road and Alexandra Road will continue to operate, with patients able to book an appointment at their surgery.

Manda Bean, Patient Services Manager for both sites said *"We are committed to providing high quality GP services and this merger will allow us to work together even more closely"*

In the future we will be developing better and improved services such as a dedicated home visiting team for those patients too unwell to visit the surgery; on-line consultations as well as increasing the number of telephone consultations for those patients that can't get to the surgery and can have their query dealt with over the telephone. These will all be supported by face-to-face appointments being available for patients across the whole day. We'll tell you more about these as we make the changes.

Thank you for reading this letter

ShIPLEY and Westcliffe Practices

## **Frequently Asked Questions**

### **Why Merge?**

The two practices are located very close to each other and have worked together on an informal basis for many years. This merger will help us to develop new models of care to improve the healthcare of our patients in the Shipley community.

### **How can I find out more?**

We are holding a patient engagement at Shipley Library on **Monday 18<sup>th</sup> March from 7pm**. Please also look at our website [www.shipleymedicalpractice.nhs.uk/](http://www.shipleymedicalpractice.nhs.uk/) which will have updates on the merger and services as we progress. There will also be notices within the practice for information on future events and patient meetings.

### **What will happen to my care?**

You will still receive high standards of care from our team. We hope that through the merger we will be able to improve these further as well as being able to offer you other services closer to home.

### **How will I make an appointment?**

You will continue to book on line; call your practice reception (using the same telephone number you have always done) or visit in person as you do now. In the future we will streamline this to make it even easier to access the right service for you.

### **Will I still see the same Clinician?**

We're very proud that all of our clinicians are on this journey with us and you will have access to the same clinical team as before

### **What about my data? Is it safe?**

Yes. Your clinical record will continue to be held in an encrypted clinical system and only those individuals who have a valid need to access your record will do so.