

## Patient News and Access Questionnaire

GP services at Porters Avenue Health Centre, Becontree and the Child and Family Health Centre, Barking Town Centre are currently managed by Concordia Health.

In 2009, Concordia Health was given a 10 year contract to run those services. This contract in its current form will come to an end as planned on **31st March 2019** and a new contract combining both services at Porters Avenue Health Centre and The Child and Family Doctors' Surgery will be put in place by the local Clinical Commissioning Group.

We are very pleased to announce that Concordia Health will continue running the new contract from 1st April 2019. The new merged contract means that patients will have the opportunity to be seen at either surgery from April 2019, however we would stress that patients need take no action. Your current registered status will be unaffected. However in order to allow patients the opportunity to ask questions about these changes next year we will shortly be publishing Patient Group meeting dates, please look out for posters in the practice and announcements on the practice websites.

Under the current contract GP services are currently provided from 8:00am to 8:00pm, Monday – Friday and 9:00am to 12:00pm on Saturdays. The newly commissioned contract will see a change to the Surgery's current opening hours with GP services to be provided from 8:00 am to 6:30 pm, Monday – Friday and 9:00 am to 1:00 pm on Saturdays.

As part of procurement process, patients and other stakeholders of both practices were asked separately for their views on the services currently provided and any suggested improvements. A report for each site survey has been produced and the results of the feedback from the engagement process showed that patients currently value the extended evening opening hours and would wish extended opening to continue.

Concordia Health are therefore asking patients about the extended hours options they would wish to see in place at the Porters Ave Surgery and the Child and Family site with a view to continuing to provide extended access options after the 1st April 2019. Your feedback would therefore be greatly appreciated.

Please assist us by completing the questionnaire over the page. Should you require help in completing this short questionnaire please ask a member of the reception team for assistance.

Many thanks

Babar Baig, Practice Business Manager

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