

Dear patient

Important information about your GP practice

We are writing to you as a patient or householder who is registered with our practice, **Crossroads Surgery**, to update you on important information in relation to the practice.

Please make sure you share this with everyone in your home that uses the practice.

To continue to provide the best possible service to our patients and local community our practice is to merge with Longton Medical Centre. Services at Crossroads Surgery have for some time now been provided by the Doctors of Longton Medical Centre. The merge of practices is due to take place on the 26 February 2024.

As a result of the merge you will see some changes, mainly to the way you contact the practice. The name of the new practice will be **Longton Medical Centre**. Going forward you will contact the practice using this telephone number 0151 290 4700, however, the old number will still be in use a period of time. You will be able to access online bookings here www.longtonmedicalcentre.co.uk

These things will remain the same:

- You will be able to see the same doctors and nurses you do now and have access to others if you don't have a preferred GP or nurse. There is also more likelihood of an earlier appointment as the practice team will effectively grow.
- Opening times will remain the same.
- All clinics and support services will remain the same.

The merge will help to ensure the practice remains able to provide high quality services in the future as we manage the increasing pressures on the practice. A larger patient base and staff base will help us to address some of these challenges.

I have enclosed a question and answer sheet which aims to answer any questions that you might have. If you have any other questions or feedback about the merge please talk to practice staff when you are next in the practice or you can contact us in the following ways:

- 0151 430 9989

If you have concerns but don't feel you can talk to practice staff you can talk to Healthwatch. Healthwatch is the statutory independent consumer champion for users of health and social care services. It listens to, advises, and speaks up on behalf of consumers. If you have any concerns or would like to discuss these changes with Healthwatch, please call 0300 111 0007, email info@healthwatchsthelens.co.uk or go to www.healthwatchsthelens.co.uk

We would like to reassure you that you don't need to take any action, other than to make a note of the new ways to contact the practice.

If you have any queries, comments, or concerns please feel free to contact your practice on the contact details below.

0151 430 9989

Yours sincerely

Dr Jacobs, Dr Tirunavkarasu, Dr Lake