



30 March 2010

Dear Sir / Madam,

**Re: The Village Surgery**

You may be aware that there have been a number of medical personnel changes at The Village Surgery in recent weeks, with Drs Sheridan and Wong leaving. This has had some effect on the running of the surgery, which has been of concern to patients, staff and doctors at the surgery. The PCT shares these concerns and has worked very hard with Drs Dove, Sheridan and Wong, who still held the contract to provide medical services, to ensure that the services continued to be provided in a safe and efficient manner. Our chief concern has been to ensure the safety of patients.

However, in the last few days, it has become clear that the practice cannot be sustained any longer and the doctors agreed with NHS Harrow yesterday that the current arrangements should not continue. We have had to make temporary arrangements quickly to secure a continuous safe service to all the patients.

We have therefore arranged for The Pinn Medical Centre to provide you with medical care from 6<sup>th</sup> April 2010.

We apologise for the very short notice and any inconvenience this may cause. I would like to reassure you that the PCT is working with The Village Surgery and The Pinn Medical Centre to make the transition as smooth as possible.

The administrative staff, salaried doctors and nurses from The Village Surgery will also be working at The Pinn Medical Centre from next week, although you can be seen by any GP at the centre. Your medical records will be available for the clinicians to access for consultations at the centre for Tuesday.

These are temporary arrangements and will continue until we have consulted with patients of the practice and other stakeholders on the long-term arrangements for patient care and come to a decision using that feedback and other relevant information.

Enclosed is a short information sheet about The Pinn Medical Centre to give you a brief introduction to their practice.

From Tuesday 6<sup>th</sup> April 2010, you can contact The Pinn Medical Centre as follows:

**The Pinn Medical Centre**  
**37 Love Lane**  
**Pinner**  
**HA5 3EE**  
**Tel: 020 8866 5766**

**Open: Mon-Sun 8am – 8pm**

## Appendix 1

If you need to see a GP or nurse, please contact The Pinn Medical Centre on 020 8866 5766 to arrange this. We will keep you informed of any further changes and will contact you in relation to the consultation process shortly.

Alternatively, if you wish, you can approach any local GP practice to ask if they will take you on as a patient, as long as you are in their catchment area.

Information about practices in your area is available from public libraries, Citizen's Advice Bureaux and NHS Harrow. You can contact us on the telephone number below or visit our website, [www.harrowpct.nhs.uk](http://www.harrowpct.nhs.uk), or go to [www.nhs.uk](http://www.nhs.uk).

If you have any queries and would like to speak to someone, please contact our Patient Advice and Liaison Service (PALS) on 020 8966 1090 or 020 8966 1031.

Yours sincerely,

**Julie Taylor**  
**Head of Contracts**