

Re: Alexandra Health & Social Care Centre

Dear Sir/Madam,

From 1 November 2018 the Alexandra Health & Social Care Centre will become a GP Access Centre dedicated to treating patients registered with a Harrow GP practice only.

The new service means that patients will need to book an appointment before arriving at the centre. By having a pre-bookable appointment there is no need to spend time in the waiting area in order to be seen - allowing patients to manage their daily commitments better. Patients can book a GP appointment 8am – 8pm, seven days a week. Booking is easy as patients can simply contact their GP surgery or call 111 for an appointment.

Patients who use the centre but are registered with an Ealing or Hillingdon GP will be able to book a same day appointment in a GP Access Centre located in their respective boroughs seven days a week, including weekends and evenings by contacting their GP or calling 111.

NHS England's *General Practice Forward View* sets out plans to enable Clinical Commissioning Groups (CCGs) to commission and fund additional general practice capacity. The intention is that by 2020 everyone has improved access to GP services including sufficient routine appointments at evenings and weekends to meet local demand and prevent inappropriate use of A&Es and Urgent Care Centres.

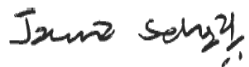
In the coming months prior to the changes coming into effect we will be undertaking a widespread communication and engagement activity to support patients in understanding the changes ahead. This will include face-to-face engagement with patients using the centre prior to the transition.

We have already started engaging with the public across North West London on GP Access Centres and so far have interviewed over 1000 patients. Of those that used

the service, 96% said they were happy with the appointment time they were offered and a further 91% rated the service as good/excellent.

If you have any further questions in regards to the changes at the Alexandra Walk-in-Centre please do not hesitate to get in touch nwlccgs.healthiernwl@nhs.net

Yours sincerely,

A handwritten signature in black ink that reads "Javina Sehgal". The signature is written in a cursive style with a small flourish at the end.

Javina Sehgal

Managing Director