

Dear patient,

Guildhall Walk Healthcare Centre opened in Portsmouth in August 2009 – part of a government initiative to open new facilities across the country to increase patient choice.

The centre is funded by NHS, to provide healthcare services to both registered, and unregistered patients.

That contract comes to an end in April 2016, which means that the NHS has decisions to make in the next few months. Broadly, those decisions are:

- To continue to fund the same range of services at Guildhall Walk
- To move some of the services currently provided there to other locations, or to move the practice itself
- To end the contract for GP services there, and ensure that patients can register at other practices instead

This decision is not being made in isolation. The NHS is already talking with GPs to agree how primary care services across the whole city might change in the future to ensure that it can give local patients the care they need in the years ahead. In addition, there are decisions to be made about how we organise urgent care services locally – how to make improvements so that people can access high quality NHS care, when they need it in a hurry.

The decision that needs to be made about Guildhall Walk Healthcare Centre will be considered as part of that wider debate, and it will also be considered in the light of what you tell us. We need to know more about the people who use the Guildhall Walk practice, and what they need from the NHS, so that we can get that decision right.

To allow you, as a registered patient, to give us your views, we have set up a survey. This can be accessed online, via our website, at [www.portsmouthccg.nhs.uk/Join-In/GHWsurvey.htm](http://www.portsmouthccg.nhs.uk/Join-In/GHWsurvey.htm). If you would prefer to be sent a paper copy of the survey and to post it back to us, please call (023) 9268 5061 between 09:00-17:00, Monday-Friday to leave your details. Alternatively, you can call outside these hours and leave a voicemail stating that you would like a copy of the survey, and leaving your full name and address. We will then send you a copy of the survey, with a pre-paid return envelope included.

Many thanks for taking the trouble to read this letter, and I hope that you are able to spend a few minutes completing our survey.

With best wishes,



Mr Innes Richens - Chief Operating Officer  
**NHS Portsmouth Clinical Commissioning Group**