



1 Standard Court
Park Row
Nottingham
NG1 6GN

<Patient Name>
<Address Line 1>
<Address Line 2>
<Address Line 3>
<Postcode>

7 October 2020

NHS Number

To patients registered at Platform One Practice

Please disregard this letter if you have registered with another GP practice since the 28th September 2020 and no longer a patient at Platform One Practice.

Dear Patient

As a patient of Platform One Practice, we are writing to let you know of changes at your practice which will take effect from early next year, in 2021.

NHS Nottingham and Nottinghamshire Clinical Commissioning Group holds a contract with NEMS, the current provider at Platform One Practice and this contract will reach its natural end on the 31 March 2021. The Clinical Commissioning Group is in the process of identifying a new provider with a reduced practice boundary area to focus on patients living within the inner Nottingham City area.

We are therefore planning to transfer your GP registration to an alternative practice. To ensure we make the transition as seamless as possible for you, you will be allocated to a new GP practice which is closer to your home address. The transfer will take place by the end of March 2021.

You do not need to take any action.

You will receive a second letter in the New Year outlining details of the new GP practice you have been allocated to. Your patient information will be transferred to this practice and your registration will be processed automatically, so you are **not** required to contact the practice to initiate the registration process or complete any registration forms.

Please wait to receive the letter about the new GP practice you have been transferred to. If after receiving this letter, you would prefer to register with an alternative GP practice, you do have patient choice and can do so at any practice that covers the area you live. We will include details on how to register with a different practice within the second letter.



Nottingham and Nottinghamshire
Clinical Commissioning Group

If you have any symptoms you are worried about or need medical help, please continue to contact your practice to get the help you need during this time. Platform One Practice is still offering online and telephone consultations and you can continue to access medical services from there until we confirm to you the date of your transfer to a new GP practice. Face to face appointments continue to be booked where a clinical need is identified. Alternatively, you can call NHS 111 for advice or [visit NHS 111 online for coronavirus advice](#).

If you have any queries in the meantime, please contact the Nottingham and Nottinghamshire Patient Experience Team on 0115 883 9570 or email ncccg.patientexperience@nhs.net.

There is also a frequently asked questions document for patients of Platform One Practice on the Clinical Commissioning Group website. Please visit: www.nottscg.nhs.uk. If you are unable to access this website please contact the Nottingham and Nottinghamshire Patient Experience Team, details above.

Yours sincerely

Joe Lunn
Interim Associate Director of Primary Care
NHS Nottingham and Nottinghamshire CCG