



Dolphins Practice • Nightingale Primary Care Centre • Butlers Green Road • Haywards Heath • West Sussex • RH16 4BN
Tel: 01444 414767 • Fax: 01444 451532 • www.dolphinspractice.co.uk • e-mail: hscg.dolphins-haywardsheath@nhs.net

Dear Patients of Dolphins Practice

We are writing to share some very exciting news about the Practice.

We are sure you are aware that, over the past few years, the pressure on general practices has been growing, with recruitment being one of the major challenges we face.

We are proud of our practice and the personal care we have maintained over the years and have always been touched by the positive feedback and support from our patients. However we recognise that, in order to preserve high quality general practice, with the patient at the centre of that care, we need to look at working differently to secure the future of the practice for you.

After many months of discussion we have decided to share working arrangements with Sussex Primary Care. This is an organisation that has been established by Sussex Community NHS Foundation Trust (the NHS organisation that provides local community services, such as community nursing). These new working arrangements will help to support the practice in areas like finance, maintaining buildings and other administrative functions). They will also create a closer working relationship between our practice and other community-based services, like community nursing, to provide better care for you.

In the short term, you will not notice any changes. All of our doctors, practice nurses and other staff will continue to be available to you; the name and identity of the practice will remain the same; your registration with the practice and your day-to-day contact with the practice will not be affected.

You do not need to take any action as a result of this letter.

In the longer term, we plan to integrate our services more closely with community-based services, to improve access and efficiency.

As the new arrangements become established, we will talk to you about how we can develop our services further.

We think this is good news for the practice and the services that we provide.

If you have any questions or suggestions, then we would like to hear from you. You can get in touch in the following ways:

- We will hold two drop-in sessions on Friday April 12th between 1.00 and 3.00 pm and Monday April 15th between 6.00 and 7.00 pm and . Please come and tells us your thoughts.
- Write to us at the practice address (above)
- Email us at: hscg.dolphins-haywardsheath@nhs.net
- Call us on the following dedicated line: 07860958841 (During busy periods you can leave a message and we promise to listen to them all.)

We would like to instigate the new arrangements in the near future, so please contact us by April 19th in the initial instance. However, we will continue to engage with you on how we develop our services on an ongoing basis after this date.

We look forward to providing care for you in this enhanced way.

Yours sincerely

Drs Arundale, Brumwell and Harrison.