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Dear Patient

Proposed Merger of Eldene Health Centre with Victoria Cross Surgery

I am taking the opportunity to write to you personally to inform you about important changes at Eldene Health Centre. You do not have to take any action as a result of this letter.

As you may be aware, I have been planning to retire for some time and gave notice to NHS Swindon Clinical Commissioning Group of my intention to retire on 31 March 2018. I am pleased to inform you that Victoria Cross Surgery will merge with Eldene Health Centre and we are working towards a date of 31 March 2018 for this merger to take place. Victoria Cross Surgery is a well-established practice located in Old Town and I am confident that they will continue to provide the high-quality care that you have come to expect. You will not need to travel to Victoria Cross Surgery as they will take on the current staff and running of services at Eldene Health Centre.

Your registration will not be affected and you will continue to be seen by a doctor or one of our nurses at Eldene Health Centre.

I am 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. I understand that you may have questions about the merger and I intend to address your concerns by the following means:

- I have tried to answer some of the questions I think you may have and these questions and answers can be found on our website www.eldenehealth.com
- If you have any specific queries please write to Marina Ringham (Practice Manager) at Eldene Health Centre, or email her at marinaringham@nhs.net

Please be assured that I will keep you updated on progress by letter, the practice website and posters around the surgery.

This will be a time of change for all of us at Eldene Health Centre and whilst we will all work extremely hard to minimise the disruption, I am grateful for your understanding during this time.

Yours faithfully,

Dr Richard Guilding