



1 Standard Court
Park Row
Nottingham
NG1 6GN

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

26 January 2021
NHS Number

To patients registered at Platform One Practice

Please disregard this letter if you are no longer a patient at Platform One Practice.

Dear Patient,

We wrote to you in October 2020 about Platform One Practice and the contract between NHS Nottingham and Nottinghamshire Clinical Commissioning Group (CCG), with the current provider NEMS, coming to its natural end.

This letter is to provide you with an update on next steps.

To make sure there is enough time for patients to transfer smoothly to their new practices, a three month extension between the CCG and NEMS has been agreed. This means you will continue to be a patient at Platform One until **1 July 2021**. You should continue to contact Platform One Practice via the usual contact number for any medical advice or support up until that date.

What happens next?

We are still planning to transfer your GP registration by **1 July 2021** to an alternative practice which is closer to your home address. You will receive another letter in June 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 do not need to take any action** and are not required to contact the practice to initiate the registration process or complete any registration forms.

Can I register at a GP practice of my choice?

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 practice, you are able to do this

providing you live in your chosen practice boundary area. We will include details on how to register with a different practice in the next letter we send to you.

Other information

If you have any symptoms you are worried about or need medical help, please continue to contact Platform One Practice as normal to get the help you need during this time. The practice is still offering online and telephone consultations and you can continue to access medical services from there until **1 July 2021**. 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 NHS Nottingham and Nottinghamshire CCG website. Please visit: www.nottscg.nhs.uk. If you are unable to access this website, please contact the Nottingham and Nottinghamshire Patient Experience Team via the details above.

Yours sincerely



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