

Milestone Surgery
208 Farnborough Road
Farnborough
Hampshire
GU14 7JN



Southwood Practice
Links Way
Farnborough
Hampshire
GU14 0NA

Dear

We would like to update you about important changes to your GP surgery. Milestone Surgery and Southwood Practice are merging on 1st April 2019 to become one single practice called Voyager Family Health. You do not have to take any action as a result of this letter.

As often covered in the national media, there are many challenges currently faced by the NHS and GP practices. As a consequence, it is necessary for us to develop and adapt in these changing times. Milestone Surgery and Southwood Practice share the same commitment to provide high quality care to our patients and our goal is not simply to maintain the quality of care and services, but to improve it. We have therefore decided the best way forward is to merge both Practices into one.

In merging, we will be able to share working arrangements and work together to preserve and develop general practice and associated services in this area.

From the 1st April, our name will change to **Voyager Family Health**. We will continue to work from the same two sites initially with our joint team. Your registration will not be affected and you will be able to see the most appropriate member of our clinical team from one of the current premises. We hope to move to new purpose designed premises in the near future. Our new website is **www.VoyagerFamilyHealth.co.uk**

Our vision is to deliver an efficient healthcare service to meet the changing needs of our local population. We aim to improve access for our patients so that they are able to see a clinician with the right expertise to deal with their problem. We feel the best way of achieving this is through innovative collaborative working in a skill mix team. You may have already seen the start of this within both practices; Nurse Practitioners; Surgery Paramedic Practitioners; the Paramedic Practitioners who run our daily home visiting service (for the housebound), a Clinical Pharmacist and the Advanced Orthopaedic Practitioners. All these roles will be needed in addition to our more traditional workforce of GP's, Nurse Practitioners, Practice Nurses and Health Care Assistants.

We plan to merge our computer systems on 15 April 2019 into one single system. This will unfortunately mean that some patients will not be able to book future appointments in the few days leading up to this date. We would also ask that any repeat prescription requests are given to us early to allow time for their preparation. We are grateful for your understanding during this time.

If you have any specific queries please contact our Practice Managers:

Helen Gledhill NEHCCG.Southwoodpractice@nhs.net
Rachel McCrady NEHCCG.Milestonesurgery@nhs.net

This is an exciting time for us all as we become Voyager Family Health and we are committed to continue our improved healthcare relationship with you all in a modern forward looking-practice.

Yours faithfully

The Partners at Voyager Family Health

Dr G Micklethwaite Dr A Whitfield Dr N Hughes Dr D Moodley Dr A Pal