

**Bentley Village Surgery: a letter to the households served by the practice**

Dear patient,

We are writing to advise you that one of the partners at Bentley Village Surgery is retiring, and the other has decided to leave, and so they will, very reluctantly, stop delivering GP services by the end of March, 2022.

As such they will be formally handing back their GP contract to the Hampshire, Southampton and Isle of Wight Clinical Commissioning Group (CCG). Despite the very best efforts of the current partners, and others, no replacement partners have been found to continue running the practice. That means, very sadly, that Bentley Village Surgery will close by the end of next March.

This is very disappointing news for everyone, but it is important that we inform you at the earliest possible point. The first thing to say is that nobody needs to do anything for the time being - everything will be managed for you. Bentley Village Surgery remains open as normal, so **please do not try to re-register with another practice**. Everyone will be helped to register elsewhere.

As a first step **we would like you to tell us your first, second and third choices for your new practice**, from next March. A form is available over the page. We will then make every effort to accommodate your first choice and notify you of the outcome as soon as possible.

**Please return the form by 7 January, 2022, stating your preferences.** Simply fill in your choices over the page, and then return the form in the envelope provided. (Postage is paid for). Your contact details are already filled in, so all you need to do is fill in your preferences.

**Please note** – if we do not receive the form back from you, we will allocate you to the most convenient practice possible. If any patient is not satisfied with their new practice at the end of this process, they retain the right to try to choose a new practice, at a later date.

Also, please do not call the practice regarding this letter – staff are there are incredibly busy. More information from both the CCG and the partners will be posted on the practice website, and the CCG will be attending events to discuss the options available, and to answer any questions. The details are below, or you can send any questions to [nhccg.enquiries@nhs.net](mailto:nhccg.enquiries@nhs.net).

- **Monday, 13 December** – Zoom online session 11am-noon
- **Thursday, 16 December** – Zoom online session 4-5pm  
*Details of both meetings will be posted on the surgery website*

There will also be an open meeting organised by the practice's Patient Participation Group:

- **Tuesday, 14 December**, 7pm, Bentley Memorial Hall

Best regards,



**Ruth Colburn Jackson**  
**Managing Director – North and Mid Hampshire**  
Hampshire, Southampton  
and Isle of Wight Clinical Commissioning Group



**Dr Charlotte Hutchings**  
**Clinical Director – North and Mid Hampshire**  
Hampshire, Southampton  
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