

Charter House
Parkway
Welwyn Garden City
Hertfordshire
AL8 6JL
11th April 2023

hweicbhv.primarycare@nhs.net
<https://hertsandwestessex.icb.nhs.uk>

Dear Patient,

As you may be aware with the recent changes in the NHS, as of 1 July 2022 NHS Hertfordshire and West Essex Integrated Care Board, is responsible for making sure that people in our area have access to high-quality GP services.

I am writing to give you an update as a registered patient of Spring House Medical Centre in Welwyn Garden City.

The current contract to provide GP services at Spring House is held by Ephedra Healthcare, an organisation set up by the eight GP practices in the Welwyn and Hatfield area. The contract has been in place since 1st April 2018 and due to run at the end of September, so we need to plan now to ensure that a new contract is in place for GP services to continue at Spring House. Please note this process has already happened once before, in 2018.

You do not need to do anything. We are working with appropriate members of my team to get a new contract in place, so that you and members of your household who are registered with Spring House Medical Centre can continue to get GP services there. We will write to you again when we have news to share about the new contract. If you have any questions, you can:

- email your questions to: hweicbwe.patientfeedback@nhs.net
- telephone our patient quality team on: 01992 566122
- write to the Patient Quality Team at: Hertfordshire and West Essex ICB, Charter House, Parkway, Welwyn Garden City, AL8 6JL.

For more information about how GP services are commissioned, please visit this NHS England website: <https://www.england.nhs.uk/commissioning/primary-care/>

Yours sincerely



Avni Shah

Director of Primary Care Transformation, Hertfordshire and West Essex ICB

Dr Jane Halpin, Chief Executive

Rt. Hon. Paul Burstow, Chair