

To our patients at Brooklands Health Centre, on behalf of Dr William Dawson, Chief Executive Officer

We have been delivering Brooklands Health Centre, in partnership with Whitehouse Surgery, since September 2023 when we took over the running of primary care services.

We inherited certain systems that needed to be upgraded and we are undergoing a period of investment and recruitment. I recognise that over this period of time there have been a number of challenges with accessing our telephone systems and the implementation of the new digital reception platform, PATCHs.

We are very sorry for the impact this has caused some of you as our patients, including an inability to access the appointments available within the service. We are working to solve these issues, to deliver the level of service that everyone expects.

We are currently well staffed within our clinical team, including GPs and we are recruiting a wider multidisciplinary team as part of the current mobilisation, and have appointments both in and out of hours which are available for all patients. As part of our newly formed Primary Care Network, OneMK we also have wellbeing appointments, physiotherapy, contraception and nursing appointments.

At present we have a limited number of administrative and reception staff within the service which has contributed to some of the challenges in being able to offer the service we want to for patients. We have new staff joining soon, and continue to recruit new staff. We are looking for people from within the local community to join the team, with development pathways into nursing and management and welcome anyone who may be interested in a career in primary care.

As part of our service development, we want to continue to hear about everyone's experiences, and have online feedback forms so you can let us know how we are doing (<https://onemedicalgroup.co.uk/surgeries/brooklands/>). We will also be relaunching the patient participation group in January and those interested can register their interest now.

As CEO I will also be running open feedback sessions monthly at the service where I will be available to meet and listen to your concerns – the first one will be on Wednesday, 17 January at Brooklands Health Centre.

Once again, as we invest and recruit, I apologise for the service experienced by some of you over the last 4 months as we have mobilised the new look service at Brooklands Health Centre, we are working hard to continue to improve the service over the coming months, and we will be updating you all as patients regularly on the changes and improvements.

I thank you for your support particularly over the busy winter period and we look forward to improving the service and delivering for you, our valued patients, over the coming months and years at Brooklands Health Centre.

Regards,

Dr William Dawson
Chief Executive Officer
OneMedicare