

NHS Devon CCG

County Hall
Topsham Road
Exeter
Devon
EX2 4QD

[name]
[address]
[address]
[address]
[address]

01392 205 205

D-CCG.CorporateServices@nhs.net

24th May 2019

Dear Sir/Madam,

For information only, no action needed: Mannamead Surgery, 22 Eggbuckland Road, Mannamead, Plymouth, PL3 5HE

In April we wrote to you to let you know that the partners at Mannamead Surgery had informed NHS Devon Clinical Commissioning Group (CCG) of their intention to bring to an end their contract to provide general practice (GP) services at Mannamead.

Since then we have progressed several successful discussions and can now confirm that an interim provider has been appointed; this means that you will continue to receive GP services at Mannamead and there is no need for you to take any action.

The new interim provider is Access Health, who already run several practices across Devon including the Mayflower group, within Plymouth, consisting of;

- Stirling Road
- Collings Park
- Ernesettle
- Mount Gould
- Trelawny

Access Health will take on the running of the surgery over the coming weeks and it is also anticipated that staff will be transferred to Access Health.

We are about to start a formal process to find a long-term provider for The Mayflower Medical Group, and to secure services in the long-term Mannamead will be included in this process.

We will write to you again later this year when we have appointed the long-term provider.

It is important that we hear any views you have so that we can share those with the long-term provider.



We have set up a short survey online for you to share any views you have that you would want the future provider to be aware of, this is available at: <https://www.surveymonkey.co.uk/r/7YLHN5L>. Paper copies of the survey will also be available at the surgery. The survey will close on Friday 21st June.

If you require the letter in a different format, please don't hesitate to contact us on the number below.

We have also set up some informal drop-in events at Mannamead Surgery if you would like to ask questions about what is happening. Please feel free to come along at any time during the sessions on:

- Thursday 13th June 14:00-16:00
- Monday 17th June 18:00-20:00
- Friday 21st June 14:00-16:00

You can also email, phone or write to us to provide feedback and ask questions. Please get in touch by:

- Calling: 01803 396444
- Emailing: devon.primarycare@nhs.net
- Writing to us: See address at top of letter

You may also want to register for our email bulletin, which will be used to provide updates in the meantime. Just send us your email address and ask to be added to our circulation list.

If you have any queries about your individual healthcare, please contact Mannamead Surgery directly in the normal way.

If you would like to be more involved in your practice patient participation group or attend a meeting, please contact the practice directly. The next meeting will be advertised on the practice website and on posters in the waiting room.

Yours sincerely



Siobhan Cambridge
Head of Primary Care (South and West Devon)
NHS Devon Clinical Commissioning Group

