

NHS East and North Hertfordshire Clinical Commissioning Group
Charter House,
Parkway,
Welwyn Garden City AL8 6J
Tel: 01707 685 000

Email: enhertscg.enquiries@nhs.net

Website: www.enhertscg.nhs.uk

To patients and carers registered with Spring House Medical Centre, Welwyn Garden City

Dear patient/carer

This letter is for everyone living at your address and registered as a patient at Spring House Medical Centre, Ascots Lane, Welwyn Garden City. Please share it with other members of your household if they are also registered at the practice.

In March, we wrote to you informing you that the contract for Spring House Medical Centre had been awarded to Ephedra Healthcare once again. However, the opening hours for patients at Spring House Medical Centre are being reduced over a period of 18 months, alongside the introduction of the 'Extended Access' service. This service makes evening and weekend appointments available to all Welwyn Hatfield patients.

As a result:

- Evening and weekend appointments will continue to be available – see the timetable on the back of this letter for more information. We are in the process of reducing the current opening hours in three phases, so that patients can adjust to the changes. Appointments can be booked online, by phone or in person, in the same way as you do now.
- Ephedra Healthcare will provide additional GP and nurse appointments at Spring House for patients registered with other Welwyn Hatfield GP practices, both in the evenings and at the weekend. You can find out more about this here: www.enhertscg.nhs.uk/extended-access.
- Spring House patients can now book 'Extended Access' appointments, when available.

A schedule of practice opening hours from October 2018 until September 2019 is shown in the timetable on the back of this letter.

If you have any questions about this letter, please contact us by calling 01707 685 140 or by emailing: enhertscg.enquiries@nhs.net.

Yours faithfully



Beverley Flowers, Chief Executive
NHS East and North Hertfordshire Clinical Commissioning Group

**Spring House Medical Centre – timetable of opening hours from
1 October 2018 to 27 February 2019:**

Mondays, Tuesdays, Wednesdays and Thursdays	8am to 6.30pm – normal GP services for Spring House patients. 6.30pm to 8pm – extended access service
Fridays	8am to 8pm – normal GP services for Spring House patients 6.30pm to 8pm – extended access service
Saturdays	8am to 4pm – normal GP services for Spring House patients
Sundays	8am to 12pm – extended access service

PLEASE NOTE:

During ‘extended access’ service times a number of appointments will be offered to patients from other GP practices across Welwyn Hatfield, including Spring House patients. During these hours Spring House patients will also be able to use reception services – such as booking an appointment or ordering a prescription.

From 1 March 2019 to September 2019:

The above hours will remain the same, with the exception of Saturdays which will change to the following opening hours:

Saturdays	8am to 12pm – normal GP services for Spring House patients.
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From 1 September 2019:

The opening hours for Spring House Medical Centre will become Monday to Friday, 8am to 6.30pm. Spring House patients will be able to access appointments outside of these hours through the extended access service.