

Partners:

Dr Pamela Knowles
Dr Angus Carnegie
Dr Richard Parker
Dr Nicholas Western



Dr Rob Walker
Dr James Dixon
Dr Caroline O'Keeffe
Dr Anna Reed

www.cghpartnership.co.uk

Friday 6th November 2020

IMPORTANT LETTER FROM OUR GP PARTNERS

Dear Patients,

As you may know, in the coming weeks the Camrose, Gillies and Hackwood Surgery (CGH) will enter into a partnership with Operose Health.

The partnership is a collaboration between two organisations with shared interests and goals – to deliver great care to you, our patients. Operose Health have lots of experience in running GP practices and have a network of GP surgeries and urgent treatment centres across the country. They have central support teams in place (for example finance, HR and IT) who will help us in the practice, freeing up time for the frontline teams to focus on delivering high quality patient care.

We wanted to partner with an organisation that had the same aims for our patients as we do and would best support our practice team. Based on an evaluation of all of the risks and benefits, we have chosen to partner with Operose Health.

Please be assured that there are no plans to change anything around patient services. It is not a change in the day-to-day management of the practice, and you will continue to see the same doctors, nurses and members of the admin team that you currently do.

As partners we are all still very committed to the practice and will continue to deliver your care. Partnering with Operose Health will allow us to spend more time looking after our patients as they will help to support us with office and administrative functions associated with running a GP practice.

You do not need to re-register with the surgery or register at another GP practice. You will remain a registered patient of CGH and the telephone number and website address will both remain the same.

We understand that some patients have enquired about their personal information and we wanted to reassure you that Operose Health takes the security of patient data very seriously and are fully compliant with all data governance requirements, including completing a Data Security and Protection Toolkit (DSPT) each year, as our practice does. They have also recently been accredited with the Cyber Essentials Plus certification, are compliant with GDPR and have a programme of work in place to achieve ISO 27001 in future. For clarity and assurance, all patient data is stored in the UK and no patient data will leave the UK.

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All correspondence to:

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Tel: 01256 479747

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Once again, we would like to reassure you that we feel this partnership is a really positive step in the history of our practice. We and Operose Health are committed to you, our patients, and ensuring that our community continues to have access to high quality, sustainable, modern primary care for many, many years to come.

For any general enquiries or help with anything, please contact the Practice via nhccg.cghpartnership@nhs.net or (01256) 479747.

Yours sincerely,
GP Partners
Camrose, Gillies and Hackwood Partnership

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