



To:  
All Stakeholders

Headquarters  
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30<sup>th</sup> March 2017

Dear Stakeholder

**Re: Closure of Queens Road Surgery, Portsmouth**

Just to advise you that unfortunately we are this week announcing the closure of one of our GP practices – although the closure will not be until June 30<sup>th</sup>, 2017.

The practice is Queens Road Surgery, Buckland, and the decision to close has been taken by its two partners. One is leaving the city, and the other cannot continue to run the practice on their own. The practice is therefore not sustainable and the two partners have given notice on their contract. Queens Road has nearly 5,500 registered patients.

For your information, a letter has been sent to every patient this week informing them about the closure.

I have attached a copy of both the letter and a copy of a Question/Answer information sheet which will be going on the practice's website. Hard copies will also be available in the surgery.

We were very keen that the first that patients heard about this was directly from us, and we are now in the process of informing all relevant stakeholders about the practice's decision. We have also prepared a news release, and our intention is to issue this pro-actively AFTER the letter to patients has been sent.

You will have heard and or read in the media reports that many GP practices are now merging, largely to meet the combined and very real challenges of:

- increased demand for their services
- GP recruitment
- Long term sustainability into the future.

You will see from both the letter and the QA that the CCG has attempted to avert the closure by investigating whether any other practices would be interested in either a merger or taking on Queens Road Surgery. Unfortunately these efforts have not been successful on this occasion.

Our Primary Care Team will now be encouraging and supporting Queens Road Surgery patients to start the process of registering with another practice. Patients will need to make decisions over their preferences and register at a new practice, either in person or online.

If I can help you with any other information, please do not hesitate to get in touch with me.

Thank you.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Katie Hovenden', with a long horizontal flourish extending to the right.

Katie Hovenden  
**Director of Primary Care**