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Gladstone House Surgery
Victoria Road Health Centre
Victoria Road
Hartlepool
TS26 8DF

Tel: 01429 297290 / 297292
www.gladstonehousesurgery.co.uk

13th December 2024

<Patient Name>
<Address>

Dear <Patient Name>

Gladstone House Surgery and McKenzie Group Practice Cross-site Working

Gladstone House Surgery and McKenzie Group Practice submitted a proposal to North East and North Cumbria Integrated Care Board for cross-site working to take place. This proposal has been agreed.

This will essentially mean that from Monday 13th January 2025, patients registered with Gladstone House Surgery will be able to access services at all McKenzie Group Practice locations, and vice versa.

There will be no changes to practice opening hours, staff, or services, which will continue to be delivered from all sites.

Patients will benefit from improved access with the choice of appointments and healthcare professionals with a greater skill mix and wider range of services available. The practices will be able to work more efficiently by sharing and developing the expertise of a larger team. We will have increased resilience which will reduce the need to rearrange appointments. Future sustainability will allow the practices to continue to deliver high quality and safe primary healthcare to our patients.

Enclosed is a frequently asked questions leaflet which we trust will be of value to you. This leaflet will also be displayed on our practice websites. Please visit one of the following website addresses for more information:

www.gladstonehousesurgery.co.uk

www.mckenziegrouppractice.co.uk

www.wynyardandhartfields.co.uk

McKenzie House 17 Kendal Road Hartlepool TS25 1QU	Throston Medical Centre 82 Wiltshire Way Hartlepool TS26 0XT	Victoria Medical Centre The Health Centre Victoria Road TS26 8DF	Wynyard Road Medical Centre Wynyard Road Hartlepool TS25 3DQ	Hartfields Medical Centre Hartfields Extra Care Village Hartlepool TS26 0US
01429 230000	01429 282000	01429 272945	01429 223195	01429 869526

Alternatively, if you would like to talk to an independent body, you can liaise directly with Healthwatch by one of the following methods:

- Call: 0800 254 5552 between the hours of 09:00 – 17:00 Monday to Thursday.
- Text service: 07749 688795
- Post: Healthwatch Hartlepool, 1st Floor, Greenbank, Waldon Street, Hartlepool, TS24 7QS
- Email: yoursay@healthwatchhartlepool.co.uk

Yours sincerely

GP Partners

Gladstone House Surgery & McKenzie Group Practice