

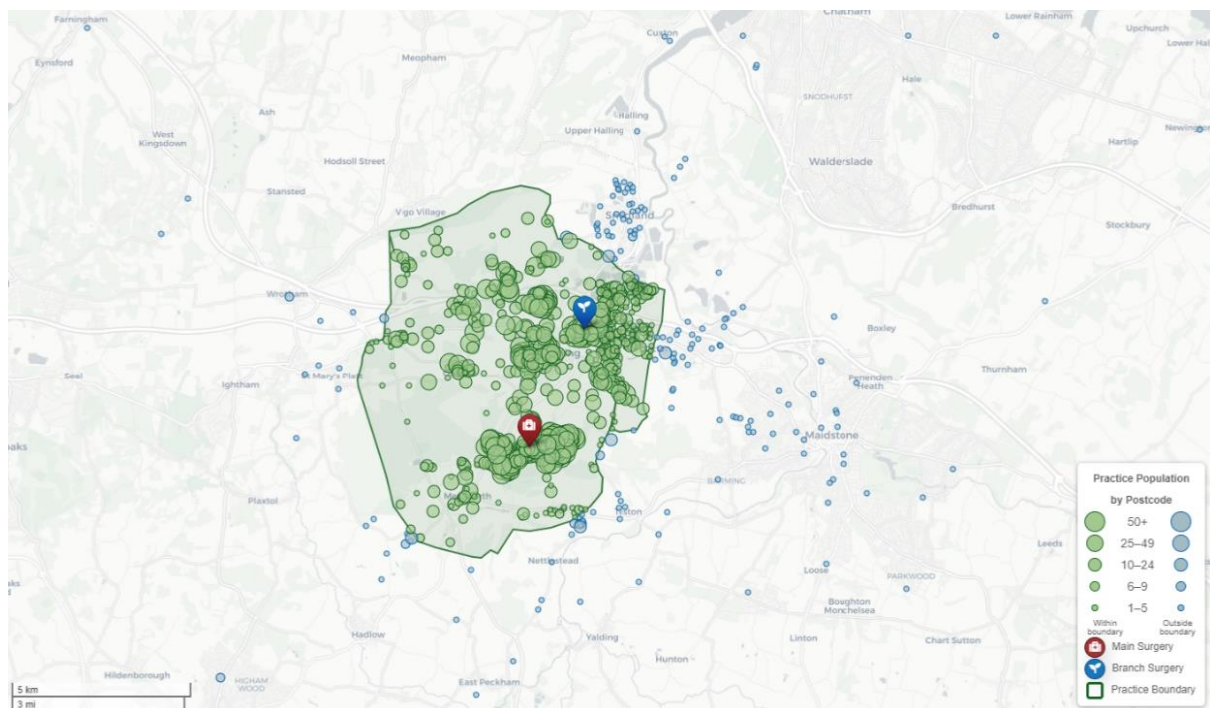
Dear Patient,

We are writing to let you know that the Hollies branch surgery building will no longer be available for use by West Malling Group Practice from 1 September 2021. The owner of the building, in West Malling High Street, has given the practice notice to vacate the premises from 31 August 2021 and patients will instead be required to use our main building in Kings Hill and our branch surgery, Avicenna Medical Centre, in Leybourne.

You will be aware that the Hollies has only been open for limited use by patients since March 2020 because of the pandemic, and I am sure this will be disappointing news to some of our patients who were looking forward to using the Hollies once again.

GP appointments and other face-to-face clinics will continue to be run from our main building in Kings Hill and from Avicenna Medical Centre. Currently Avicenna is being used to deliver the Covid vaccination programme. However, once this programme reaches its conclusion we will look to restart and increase core services, over and above pre-pandemic levels, from Avicenna wherever possible.

As demonstrated by the map below, the two remaining surgeries provide a good level of cover of our practice boundary, being central to the most densely populated areas and with Avicenna Medical Centre being just 1.1 miles from West Malling High Street and Kings Hill Medical Centre being 2.4 miles. Parking at both of these sites is free and can be found in the immediate vicinity of the surgeries. There is also a bus route directly from West Malling High street to the Kings Hill Medical Centre.



Home visits will continue in the current way, wherever clinically indicated and for patients who are truly housebound. We would encourage everyone to utilise online prescription requests wherever possible, as a safer, more secure way of processing a prescription request, however, requests can also be made on paper at either the Leybourne or Kings Hill sites. We will also maintain a 'drop off' box in the high street, however, collection of the prescription would need to either be from the surgeries in Leybourne, or Kings Hill or by delivery or collection from your nominated pharmacy.

As a registered patient, you do not need to take any action. You will remain registered with the practice.

If you have any questions or concerns about this you can contact us via telephone on 01732 870 212. We have also provided an online survey for people to give their feedback about how this change might affect you: www.smartsurvey.co.uk/s/WestMallingGroupPractice/

We would like to take this opportunity to thank all our patients for the support they have shown us over the past year, particularly while we work under very difficult circumstances brought about by the pandemic.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'A Swindlehurst', written in a cursive style.

Dr A Swindlehurst