

57-59 Bath Road
Reading
Berkshire,
RG30 2BA

03 July 2020

Dear Patient

I am writing to let you know that, from 6 July, you will be transferred back to the Reading Walk-in Health Centre for your medical care. Thank you for your co-operation during the temporary move to Milman Road Surgery at the start of the Covid 19 outbreak which enabled us to operate a Primary Care Hub from the Centre.

If you need an appointment please ring beforehand. You will be able to discuss your needs over the phone to decide the most appropriate form of treatment. If it's decided you need to be seen in person an appointment will be booked. Please do not go to the Centre unless an appointment has been booked for you.

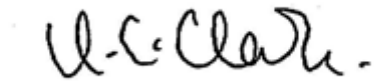
We still need to be using the Centre as a scaled down Primary Care Hub. People using the hub will access it from separate entrance.

The walk-in service is still closed and patients who would otherwise have used this are advised to contact the GP practice they are registered with, call NHS 111 or go online at 111.nhs.uk

Prior to the move back from Milman Road, an infection control assessment has been carried out, along with a comprehensive deep clean of the site.

Should you have any questions, please don't hesitate to get in touch with our Patient Advice and Liaison Service (PALS) on 0118 982 2720 or bwccg.bwpalscomplaints@nhs.net

Yours sincerely

A handwritten signature in black ink, appearing to read 'H. Clark'.

Helen Clark
Director of Primary Care
Berkshire West CCG