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| Willenhall Medical Centre  Gomer Street  Willenhall  West Midlands  WV13 2DR  **Tel: +44 (0) 1902 600833**  **Email:** [**walccg.lockstownpractice@nhs.net**](mailto:walccg.lockstownpractice@nhs.net)  ­­­­­­­­­­­­­­­­­­ | Dr R Mandal. MBBS, MRCGP , DFSRH  Dr W Mandal. MBBS, MRCGP, DFSRH. MRCS  PRACTICE CODE: **M91021**  ****Web: [www.lockstownpractice.co.uk](http://www.lockstownpractice.co.uk) |
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**Patients of Lockstown Practice, Fisher Street Date: 18th January 2024**

Dear Patient,

**Lockstown Practice’s Branch site (Fisher Street Surgery) – Important changes to your GP practice**

I am writing to let you know that from 19th January 2024, our branch surgery building based at Fisher Street, will close following communication from the landlord to end the GP practice’s lease. This means from this date, our branch surgery will close, and the staff and healthcare services previously delivered at this site will transfer to the main practice site located at Willenhall Medical Centre, Gomer Street, Willenhall, West Midlands, WV13 2DR.

We launched a listening period for patients to share their views and give feedback on the proposal; this ran from July to 1 November 2023. The proposal closing the branch surgery with all the views and feedback received was considered by Black Country Integrated Care Board (ICB) on the 17thJanuary 2023, and the proposal was approved. The ICB is the NHS organisation who commissions or purchase services for local patients.

The main practice based in Gomer Street (Lockstown Practice) is approximately one mile from our branch site, Fisher Street and there are good transport links. The bus No. 529 takes 6 minutes and runs every 7-8 minutes. Alternatively, if you drive, it is a 5-minute journey or if you walk, it is a 17–20-minute journey between sites.

You will continue to be able to make appointments at Lockstown Practice from the 19th January by calling the practice on 01902 600833, attending our reception desk or using the NHS App.

To arrange a repeat prescription, you can either send a written request to Lockstown Practice at the postal address above, drop this into the surgery or you can use the NHS App. Our prescription line is also available daily from 9am until 12pm by calling 01902 600833 and selecting Option 2.

(2)

If you prefer not to access GP services at Lockstown Practice’s main site, then you do have the right to choose an alternative GP practice instead. You can obtain a list and register online at <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/> or alternatively you can call the NHS Black Country Integrated Care Board’s (ICB) customer service team called Time2Talk. Time2Talk can be contacted by telephone on 0300 0120 281 and select Option 1, by email [bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net) or by post to: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter’s Square, Wolverhampton, WV1 1SH.

If you know other people who are registered with the practice in your household, I would be grateful if you would share this information with them and make them aware of the changes happening.

If you have any questions or concerns you can contact the GP practice, where the reception staff would be very happy to help or direct your query to the Time2Talk team using the details above.

Yours sincerely

Dr R. Mandal and Dr W. Mandal

GP Partners