

1 October 2021

Dear Patients,

From today, 1 October 2021, Nottingham City GP Alliance (NCGPA) take over the management of Grange Farm Medical Centre. We just wanted to say hello and wish you all a warm welcome! You may already know of NCGPA as we manage Bilborough Medical Centre and Assarts Farm in the area and are the providers of the GP+ and Stub it service in the city.

We understand this change may make you may feel uneasy; however, we would like to reassure you that the change will be mainly behind the scenes in back-office management. Suzanne will remain as our on-site Practice Manager, and you will continue to see many of the same friendly faces when you come into practice; with the addition of two new GP's Dr Liz Kedge and Dr Jess Li. We also aim to increase capacity by recruiting more GPs and practice staff over the coming months.

The practice opening times will remain the same and you can contact the practice in the same way you always have. We have installed a new phone system which we hope will help manage our calls, please be patient with us in case of any teething problems over the first few days. You may notice some small changes when you visit us in person and the website will look a little different to what you are used to, but hopefully you will find the new site simple and easy to use [www.gfmc.org.uk](http://www.gfmc.org.uk)

The management and our practice teams will be working hard together to ensure you receive the best care possible. NCGPA have a proven track record in the delivery of patient centred, locally based, primary care in the city.

We aim to set up a practice Patient Participation Group across very soon, so please look out for more information over the coming weeks. Feedback from our patients is important to us and will help identify any additional services that you would like to see available in the practices or where improvements could be made.

With best wishes

All at NCGPA and Grange Farm Medical Centre