

05 December 2022

c/o North Ormesby Health Village

Sent via email

14 Trinity Mews  
North Ormesby  
Middlesbrough  
TS3 6AL

Dear Stakeholders

**Important information about Foundations (Harris Street)**

**\*\*Please note this information is embargoed until 9am on 07/12/22\*\***

I am writing to provide you with an important update regarding Foundations (Harris Street) a primary medical care practice (previously known as Haven) based in Middlesbrough which delivers essential, additional and enhanced services to approximately 1750 patients (as of 1 October 2022).

It is with regret to inform you that following the difficult decision made by the practice to serve notice on the contract, which has been undertaken in accordance with the terms and conditions set out in the Personal Medical Services (PMS) Agreement, a number of commissioning options were presented to the local executive of the North East & North Cumbria Integrated Care Board (NENC ICB), where it was agreed that services can no longer be sustainably maintained and to proceed with termination. The practice at Harris Street will permanently close on 31st March 2023.

However, the following support has also been agreed by the ICB:-

**1. Support to patients**

- a. To ensure continued access to primary medical care services, all patients registered at Harris Street will be allocated to an alternative practice close to where they live on 31<sup>st</sup> March 2023. This means they will be automatically registered and do not, therefore, have to find a practice and complete application forms; although all patients have the right to exercise choice and register themselves with another practice.
- b. Patients will be sent an initial letter (see enclosed) informing them of the planned closure and a further letter in February 2023 detailing the practice they will be allocated and registered with. To mitigate against any potential communication exclusions, the ICB and Foundations are providing the letter in the following languages:
  - English
  - Kurdish – Sorani
  - Arabic
  - Tigrinya
  - Farsi

- Amharic and
- Albanian.

Translation of the information are available in other languages on request. The ICB and Foundations will also work with Healthwatch Middlesbrough and other voluntary and community sector agencies to actively engage with groups who may need additional support in translating or understanding the letter contents.

## 2. Support to practices

- Additional, time-limited support for the first 12 months post closure, will be offered by the ICB to practices receiving an allocation of patients from Harris Street, to enable them to prepare to register the patients and ensure a smooth transition and effective ongoing management of their health care needs.

The ICB is working very closely with Healthwatch Middlesbrough, Middlesbrough Borough Council, NHS England, member practices and other stakeholders including those in the voluntary and community sector to ensure the safe closure of the practice and transfer of patients.

**The ICB would like to stress that the closing of Foundations (Harris Street) practice is not a reflection of the quality of services being delivered by the current provider, and we are extremely grateful for their committed support to manage the smooth transition for patients.**

This information can also be found at <https://nenc-teesvalley.icb.nhs.uk/harrisstreet/>

If you have any queries regarding this briefing, please email [necsu.comms@nhs.net](mailto:necsu.comms@nhs.net)

Yours sincerely,

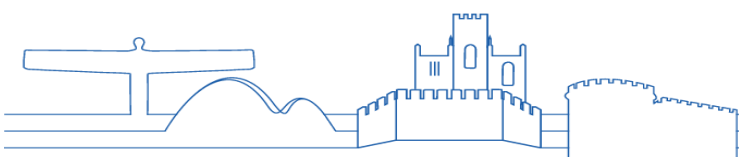


**David Gallagher**

Executive Director of Place Based Delivery – Tees Valley & Central

**Enclosed:**

Patient letter (English version)



**NHS**  
North East and  
North Cumbria

c/o North Ormesby Health  
Village  
14 Trinity Mews  
North Ormesby  
Middlesbrough  
TS3 6AL

5<sup>th</sup> December 2022

Dear Patient



Your doctors surgery – Foundations in Harris Street – will stay open until the 31st March 2023. It will then be closed to all patients.



In February next year, we will let you know which doctors surgery will be taking over your care from April.

FROM APRIL 1st 2023



Don't worry, you can still use your doctors at Harris Street until 31st March next year. ...and your new doctors will still be close to where you live in Middlesbrough.

Here are some answers to questions you might have

Will I have to find a new doctor for myself?



We will find one for you and send you a letter in February 2023 with details. If you want to choose a new doctors surgery before March, you can and this website may help [www.nhs.uk/service-search/find-a-GP](http://www.nhs.uk/service-search/find-a-GP)

Will my new doctors provide the same services as Harris Street?



Yes, the services and medications they give you will not change.

If I get ill before the 1st of April, can I still go to Harris Street?



Yes, you can continue to go to Harris Street to see your doctor and get medication right up to the 31st of March 2023.

My Harris Street doctor has made an appointment for me at hospital. Do I need to do anything?



No, the hospital will be in touch with you about your appointment. When you get there tell them who your new doctor is if you know at the time of your visit.

I'm getting treatment from a specialist who needs to tell my doctor about my results. How will they know who my new doctor is?



The specialist will continue to write to your current doctor up until 31st March 2023. After that any letters will automatically be sent to your new doctors surgery.

I am undergoing treatment, at the moment. How will the new practice get to know what it is?



All of your medical details and treatments will be transferred to your new doctors surgery.

Where will my child get their injections when they are due?



The Harris Street surgery will continue to give your child's injections up until 31st March next year. After that your new doctors will take over.

I am pregnant. Will I still have the same midwife?



You might have the same midwife. If not you will be told about a new midwife who will take care of you and your baby.

This information is provided in Kurdish – Sorani, Arabic, Tigrinya, Farsi, Amharic and Albanian. If you need the information in a different language, please email [necsu.comms@nhs.net](mailto:necsu.comms@nhs.net)

David Gallagher  
Executive Director of Place Based Delivery – Tees Valley & Central North East and North Cumbria Integrated Care Board