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**NEWTOWN HEALTH CENTRE**  
**171 Melbourne Avenue**  
**Newtown, Birmingham B19 2JA**

**ASTON PRIDE COMMUNITY HEALTH CENTRE**  
**74 Victoria Road, Aston,**  
**Birmingham B6 5HA**

**Telephone: 0121 203 0666**

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Dear Patient

It gives us great pleasure to announce that our new building to replace Newtown Health Centre is finally ready! We hope to move to the new location on the **25th of January 2021**. It has been a long journey and we are grateful for your patience with this, but I am sure you will agree that the new building was well worth the wait.

Our new building, **Newtown Medical Centre**, is located at, **243 Wheeler Street, Birmingham B19 2ET**. The new Newtown Medical Centre is 0.2 miles from our current location in Melbourne Avenue and 0.4 miles from Aston Pride Community Health Centre.

As a patient of our practice, you will be aware of our plans of the development of a new building and would have been involved in the patient consultation which was undertaken in 2016. This whole process has taken many years involving many different agencies and receiving tremendous support from our patients.

You will have noticed that in response to the Covid 19 pandemic we have had to provide our services to you differently and again thank you for bearing with us on this. It was a steep learning curve for both you and us. However, I hope you agree that there have been benefits to this new way of working, using telephone and video facilities for the purposes of consultation but also seeing patients face to face where appropriate.

As you will know, Aston Pride Community Health Centre was repurposed as a Covid assessment site for the West Birmingham area, later for other communities across the wider Birmingham area. This came at a critical time and enabled our Clinical Commissioning Group to cater for the needs of our population in a safe manner.

As the pandemic has continued, we have had to adapt the way we work with around half of our workforce working from the surgery and the other half from home. This has helped us to maintain an uninterrupted service throughout the last nine months or so. In view of these changes our Aston Pride patients have become used to receiving their primary care from Newtown Health Centre and we are hoping that they will continue to do so and get the service that they are used to from our familiar and friendly team.

As a result of our new building and the use of Aston Pride as a Covid assessment site, we have reviewed our use of space and feel that the area that we used to occupy at Aston Pride is no longer needed by the practice, so we are applying to Sandwell and West Birmingham CCG to terminate our occupation at Aston Pride from the 1st of April 2021.

As part of this process, we will be holding a listening exercise from Monday 18<sup>th</sup> January 2021 to Friday 5<sup>th</sup> February 2021 to give patients and stakeholders the opportunity to have their say on our proposals and you can do this in several ways as listed below:

- Complete this online survey by clicking here <https://www.surveymonkey.com/r/GJ576DR>

Attend one of our public meetings that will be held online through Microsoft teams on the following dates and times:

- Wednesday 27<sup>th</sup> January 2021 @ 2.30pm
- Tuesday 2<sup>nd</sup> February 2021 @ 6.00pm

Please book your place by contacting the Engagement Team by emailing [bcwb.engagement@nhs.net](mailto:bcwb.engagement@nhs.net) or by telephoning 0121 612 1447 who will send you the joining details.

If you have any comments or concerns in relation to these changes or would like to speak to someone please contact the Engagement Team on the above contact details.

আপনি যদি এই চিঠিটি বাংলা ভাষায় গ্রহণ করতে চান তবে অনুগ্রহ করে এনগেজমেন্ট টিমের সাথে 0121 612 1447 নম্বরে যোগাযোগ করুন

إذا كنت ترغب اسلام هذا الخطاب باللغة العربية يرجى الاتصال بفريق المشاركة على الرقم ٠١٢١٦١٢١٤٤٧

اگر آپ اس خط کو اردو میں موصول کرنا چاہتے ہیں تو براہ کرم شمولیت کی ٹیم سے 0121 612 1447 پر رابطہ کریں

Hadii aad jeceshahay in aad ku hesho waraaqdan luuqada afka soomaaliga fadlan kala xidhiidh Kooxda Jawaab bixinta 0121 612 1447

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Yours sincerely

Raydocs Partners

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## Frequently Asked Questions

### 1. Will services to patients be affected?

No, you will continue to access services in the same way. You will need to telephone the surgery to be triaged. The telephone number remains the same, 0121 203 0666. The range of services provided by the Practice will be the same.

### 2. Will the opening times change?

No, they will remain the same. These are 8.00am to 8.00pm on Monday to Friday.

### 3. Will the website change?

We currently have two websites which are [www.newtownhealthcentre.co.uk](http://www.newtownhealthcentre.co.uk) and [www.astonpridehealthcentre.co.uk](http://www.astonpridehealthcentre.co.uk) The information on both websites is very similar so we intend to only operate the one website in future, which will be [www.newtownhealthcentre.co.uk](http://www.newtownhealthcentre.co.uk)

### 4. Do I need to take any action to continue to receive services from the Practice?

No.