



NEWPORT PAGNELL MEDICAL CENTRE
Queens Avenue, Newport Pagnell
Buckinghamshire MK16 8QT

NPMC@WILLEN
Beaufort Drive, Willen
Milton Keynes MK15 9EY

Telephone: 01908 611767. Web: www.npmc.nhs.uk

26th February 2024

Dear Patient(s)

Important information about NPMC and Kingfisher Surgery

This letter is for everyone living at this address who is registered as a patient at Newport Pagnell Medical Centre. Please share it with other members of your household if they are registered with the practice.

I am writing to inform you of the latest developments concerning primary medical care (GP) services at Kingfisher Surgery. In October 2023 it was announced that the fixed-term contract with Operose Health was due to end on 31 March 2024 and that Bedfordshire, Luton and Milton Keynes Integrated Care Board (BLMK ICB) was procuring a new provider to deliver GP care at the practice.

The procurement exercise is now complete, and I am pleased to confirm that we have been successful in our bid. This means that from 1 April 2024 Kingfisher Surgery will become another branch surgery of NPMC on a permanent basis. Bedfordshire, Luton and Milton Keynes Integrated Care Board have written to the patients of Kingfisher.

What difference will this make?

You will still receive the usual services from NPMC, and in addition, you will be able to access these services across all three sites, NPMC main site, NPMC@Willen and NPMC@Kingfisher, whichever is more convenient.

Opening hours

From 1 April 2024, the practice opening hours will not change and will continue to be 8am – 6.30pm Monday to Friday, NPMC main site and Kingfisher and 8am – 6.30pm Monday to Friday at NPMC@Willen.

You will still be able to book early morning phlebotomy appointments from 7.30 am to 8.00 am, as well as evening and weekend appointments (until 8pm on weekdays and from 9am – 5pm on Saturdays) with the enhanced access service which operates from MKUCS, NPMC@Willen, NPMC main site and Kingfisher. You will be able to book these appointments by contacting the reception team covering all three sites during normal opening hours.



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What will this mean for appointment booking?

You should continue to book appointments in the normal way, via the AccuRx on the NPMC website, www.npmc.nhs.net, or via the telephone on 01908 611767. You may find that from 1 April you may be offered an appointment at the Kingfisher site, if that is convenient for you. Please note that as Monday 1 April is a Bank Holiday practice phone lines will open on Tuesday 2 April.

We are very happy to bring Kingfisher Surgery under the umbrella of NPMC and look forward to welcoming their patients as well as welcoming their staff to join our teams. We believe that as one big team, this new arrangement will provide a GP medical service that meets the needs of ours and Kingfisher patients to provide stability in the long term.

As NPMC continues to grow please be assured that we are always reviewing demand against our capacity, we are mitigating Kingfisher patients joining us by keeping the Kingfisher site and joining their team with the NPMC team. We are currently recruiting as a Practice, including more GPs.

Our PPG will be hosting some drop-in sessions for patients to come in and talk, they will have a desk at the NPMC main site Reception area and will be happy to answer any questions you may have, they will also have the ability to show you how to access our online systems. We shall be updating patients with a start date for this.

If you have any questions you would like to raise, please contact NPMC and ask to speak to a Team Leader.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Lynn Becks', is written over a light grey rectangular background.

Lynn Becks
Practice Manager