

28 March 2024

Primary Care Team

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To patients registered with Kingfisher Surgery

Dear Patient(s)

Important information about services at Kingfisher Branch Surgery, Newport Pagnell

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

We wrote to you in February to advise that Kingfisher Surgery will become a branch of Newport Pagnell Medical Centre from 1 April 2024.

Since writing to you, it has come to light that some building improvement works are required at the Kingfisher Surgery site before the new provider, Newport Pagnell Medical Centre, can start to provide services at the site.

Therefore, Bedfordshire Luton and Milton Keynes Integrated Care Board (BLMK ICB) has agreed with the new provider, for the Kingfisher site to close for one week, and to reopen on Monday 8 April with reduced clinical space whilst the essential improvements are being undertaken. It is estimated this work will take between six and eight weeks to complete.

What will this mean for face-to-face appointment booking?

If you have an appointment between 2 - 5 April this will go ahead as planned, the reception team will contact you to advise which site your appointment has been moved to.

For any face-to-face appointments booked over the next few weeks, you will be offered an appointment at either Newport Pagnell Medical Centre's main site or at its branch site in Willen, if space does not allow for an appointment at the Kingfisher site.

Opening hours

The practice opening hours will not change and will continue to be 8am – 6.30pm Monday to Friday.

You will still be able to book evening and weekend appointments (until 8pm on weekdays and from 9am – 5pm on Saturdays) with the enhanced access service. You will be able to book these appointments by contacting the reception team at the surgery during normal opening hours.

How do I contact the practice from 1 April 2024?

From 1 April 2024, you should contact the practice by ringing **01908 611767**.

(Please note that as Monday 1 April is a Bank Holiday, practice phone lines will open on Tuesday 2 April.)

Contact details for Newport Pagnell Medical Centre and the Willen branch are shown below.

Name:	Newport Pagnell Medical Centre
Address:	Queens Avenue, Newport Pagnell, Bucks MK16 8QT
Telephone:	01908 611767
Email	blmkicb.npmcmail@nhs.net
Website:	www.npmc.nhs.uk

Name:	Willen branch site
Address:	Beaufort Drive, Willen, Milton Keynes, MK15 9EY
Telephone:	01908 611767
Email	blmkicb.npmcmail@nhs.net
Website:	www.npmc.nhs.uk

Is there a bus to the Willen branch?

Arriva runs a bus service route 1-2-2A from Newport Pagnell to Beaufort Drive in Willen, information about bus services is available on their website at www.arrivabus.co.uk/find-a-service/1-2-2a-newport-pagnell-to-grange-farm.



We appreciate that this is short notice and apologise any inconvenience this may cause. However, both BLMK ICB and the new provider would like to reassure you that the continued provision of quality of care to all patients is our priority.

If you have a query or concern, or you would like this information in another format or language, please contact the primary care team by email on blmkicb.pccc@nhs.net or leave a voicemail message on telephone number 0800 148 8890 and someone will call you back.

Yours faithfully



Lynn Dalton
Associate Director Primary Care, Bedfordshire, Luton and Milton Keynes Integrated Care Board