

August 2018

Dear Patient

IMPORTANT INFORMATION – CHANGE IN HEARING SERVICE PROVISION

This letter is to advise you of changes to the **NHS Hearing Service** provided by GP Care.

What are the changes?

From 1 September 2018 we will cease providing NHS Adult Hearing services in Bristol and South Gloucestershire. This includes hearing assessments, provision of hearing aids and associated consumables such as batteries.

How does this affect me?

Your care will be transferred to a new provider.

You will be able to select a provider of your choice from a list of accredited and qualified providers in your area. The list of providers, their locations and their contact details are supplied at the end of this letter.

This will allow you to continue to access NHS hearing services as and when you require them, from their locations.

All the providers on the list have passed an accreditation process to ensure that they are able to provide you with high quality care.

Can I stay with the GP Care hearing service?

No. The GP Care NHS Adult Hearing service in Bristol and South Gloucestershire is closing, so will be unable to continue to provide your hearing care.

What do I have to do?

- When you next require batteries or support, contact your chosen new provider using the contact details in the list at the end of this letter.
- You **do not** need to return to your GP.

What happens next?

When you have chosen your provider, you should contact them to let them know that you are transferring from GP Care

Your chosen provider will ask you for:

- Your name
- Your date of birth

- Your postcode
- Your registered GP, and
- Your preferred contact details, such as phone number and e-mail

They will then contact GP Care to arrange for your care records to be transferred, to ensure they have accurate information. Once your records have been transferred, your chosen provider will then contact you to make an appointment.

Please note that due to the number of people transferring, it may take up to four weeks before you are contacted.

If you need help or support with the changes to the hearing care service please contact the BNSSG CCG Customer Services Team who can help if you have any questions, or concerns about this change. The service is free and completely confidential and is available by telephoning 0800 073 0907, or you can e-mail them at bnssg.customerservice@nhs.net

Yours sincerely

A handwritten signature in cursive script that reads "Annie Kelly".

Annie Kelly
Clinical Director

Domiciliary Care

If you are housebound and currently receiving care at home, The Outside Clinic will continue your care. Please contact them by calling 0800 954 9107 or by e-mail at Hearing.outsideclinic@nhs.net to arrange an appointment

Accredited locations:

Location	Address	Contact details
Bedminster	Specsavers Unit 4, 5 & 9 Imperial Arcade, The Lombard Centre, East Street, Bedminster, BS3 4HH	0117 966 4000
Bedminster	Scrivens 100 East Street, Bedminster, Bristol, BS3 4EY	Scrivens Customer Services Team 0800 027 5102
Bedminster (From 1 October 2018)	Specsavers Sainsbury's, 111 Winterstoke Road, Bristol, BS3 2NS	Please phone Bedminster Specsavers for queries in relation to this location: 0117 966 4000
Bradley Stoke	Specsavers Unit MU4, The Willow Brook Centre, Bradley Stoke BS32 8EF	01454 275020
Bradley Stoke	Scrivens, located at: Bradley Stoke Surgery, Brook Way, Bradley Stoke, BS32 9DS	Scrivens Customer Services Team 0800 027 5102
Bristol City Centre	Specsavers 30/32 Merchant Street, Bristol, BS1 3EP	0117 922 5288

Location	Address	Contact details
Clevedon	Specsavers 7 The Triangle, Clevedon, BS21 6NB	01275 335970
Clifton	Scrivens 15 Princess Victoria Street, Bristol, BS8 4BX	Scrivens Customer Services Team 0800 027 5102
Coalpit Health	The Outside Clinic, located at: Coalpit Heath Surgery, 3 Church Lane, Coalpit Heath, Bristol, BS36 2SR	0800 954 9107 Hearing.outsideclinic@nhs.net
Cribbs Causeway	Specsavers The Mall, Patchway, Bristol, BS34 5DG	0117 950 3779
Downend	Scrivens, located at: Leap Valley Surgery, Beaufort Road,	Scrivens Customer Services Team 0800 027 5102
Downend	Scrivens, located at: The Willow Surgery, Hill House Road, Downend, Bristol, BS16 5FJ	Scrivens Customer Services Team 0800 027 5102
Filton	Specsavers 5 Church View, Filton, Bristol, BS34 7BT	0117 969 3513
Fishponds	Specsavers 767 Fishponds Road, Bristol, BS16 3BS	0117 965 9241

Location	Address	Contact details
Fishponds	Scrivens 725 Fishponds Road, Fishponds, Bristol, BS16 3UW	Scrivens Customer Services Team 0800 027 5102
Horfield	Scrivens, located at: The Horfield Health Centre, Lockleaze Road, Horfield, Bristol, BS7 9RR	Scrivens Customer Services Team 0800 027 5102
Kingswood	The Outside Clinic, located at: The Orchard Medical Centre, MacDonald Walk, Kingswood, Bristol, BS15 8NJ	0800 954 9107 Hearing.outsideclinic@nhs.net
Knowle	Specsavers 17 Broad Walk Bristol, BS4 2RA	0117 977 2579
Knowle	The Outside Clinic, located at: Wells Road Osteopath (David Richardson Ltd), 253 Wells Road, Bristol, BS4 2PH	0800 954 9107 Hearing.outsideclinic@nhs.net
Little Stoke	The Outside Clinic, located at: Concord Medical Centre, Braydon Avenue, Little Stoke, Bristol, BS34 6BQ	0800 954 9107 Hearing.outsideclinic@nhs.net

Location	Address	Contact details
Nailsea	Specsavers 2 Somerset Square, Crown Glass Shopping Centre, Nailsea, BS48 1RP	01275 850950
Nailsea	Specsavers Tower House Medical Centre Stockway South, Nailsea, Bristol, BS48 2XX	<i>Please note this is an external location, which is used for specific purposes, and does not permit patient visits in connection with this service without prior arrangement.</i> Please use the phone number for Weston-Super-Mare Specsavers for queries in relation to this location: 01934 642140
Pilning	The Outside Clinic, located at: Pilning Surgery Northwick Road, Pilning, Bristol, BS35 4JF	0800 954 9107 Hearing.outsideclinic@nhs.net
Portishead	Specsavers 7 The Precinct, Portishead, Bristol, BS20 6AH	01275 845118
St George	Scrivens, located at: St George Health Centre, Bellevue Road, St George, Bristol, BS5 7PH	Scrivens Customer Services Team 0800 027 5102
Stoke Bishop	Scrivens, located at: Helios Medical Centre, 17 Stoke Hill, Stoke Bishop, Bristol, BS9 1JN	Scrivens Customer Services Team 0800 027 5102

Location	Address	Contact details
Stoke Gifford	Scrivens, located at: Stoke Gifford Medical Centre, Ratcliffe Drive, Stoke Gifford, Bristol, BS34 8UE	Scrivens Customer Services Team 0800 027 5102
Thornbury	Specsavers St Mary Centre, 12 St Mary Street, Thornbury, Bristol, BS35 2BH	01454 414341
Warmley	The Outside Clinic, located at: Close Farm Surgery, 47 Victoria Road, North Common, Bristol, BS30 5JZ	0800 954 9107 Hearing.outsideclinic@nhs.net
Westbury-on Trym	Scrivens, located at: Westbury-on-Trym Primary Care Centre, Westbury Hill, Westbury-on-Trym, Bristol, BS9 3AA	Scrivens Customer Services Team 0800 027 5102
Weston-super-Mare	Specsavers 75 High Street, Weston-Super-Mare, BS23 1HE	01934 642140
Weston-super-Mare	Weston General Hospital Grange Road, Uphill, Weston Super Mare, BS23 4TQ	01934 647038 wnt-tr.hearingservicesweston@nhs.net

Location	Address	Contact details
Weston-super-Mare	Scrivens, located at: Greenslades Opticians, 51 High Street, Weston-super-Mare, BS23 1HD	Scrivens Customer Services Team 0800 027 5102
Yate	The Outside Clinic, located at: West Walk Surgery, Yate West Gate Centre, 21 West Walk, Yate, BS37 4AX	0800 954 9107 Hearing.outsideclinic@nhs.net