



6 December 2022

Dear Patient,

IC24 partnership with Herstmonceux Integrative Health Centre

I write to you on behalf of Integrated Care 24 (IC24) as part of changes at Herstmonceux Integrative Health Centre (HIHC) in order to introduce the organisation, to explain the changes that have taken place and to reassure you that the provision of your health care will not be affected.

Earlier this year the HIHC team wrote to you regarding the partnership between the centre and ourselves at IC24 that will ensure the sustainability of the centre. I am pleased to confirm that the new partnership has formally commenced.

IC24 is a not for profit social enterprise and is partnering the HIHC team to deliver your GP service. We are very proud to have the opportunity to deliver your primary care from Herstmonceux IHC and are completely committed to ensuring that you receive the best possible care when and where you need it.

We have met with the surgery's Patient Participation Group (PPG) and are committed to retaining an ongoing relationship with them so that your views can be heard.

Under the new set up services will continue to operate in the same way as before and you will not need to take any action. All patients can continue to access care at the same location.

IC24 was formed 30 years ago and we have a long history of delivering primary care services in Sussex. In Hastings we currently provide the Primary Care Hub service from the Station Plaza building in the town centre and this has proved a much-valued community resource. We provide the "Roving GP" service across Brighton, which is designed to support patients with urgent care needs to be treated in their own homes where possible.

We are also an experienced provider of the NHS 111 service which we deliver across Mid and South Essex, and Norfolk and Waveney. In Kent and Sussex we partner the South East Coast Ambulance Service to provide the NHS 111 service.

The leading social enterprise enabling high quality integrated urgent care

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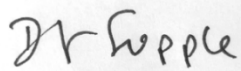


Previously, we have delivered the walk-in centre service in Eastbourne and the “out of hours” service across the county. We also deliver primary care services in Brighton.

If you have any feedback we would appreciate you letting the PPG know via Lynn Bowman (lynnrosbow@hotmail.com); we will meet regularly with the group to discuss how best we can act upon it. You can also contact your Practice Manager, Nicola Hone, at the practice or via email: nicola.hone@nhs.net.

In the meantime, we are really excited to be partnering the surgery and look forward to supporting you with your health care.

Yours sincerely,



Dr David Supple
Director of Primary Care and Education