



Dear Patient

Changes to the Practice – 1st April 2025

I hope this letter finds you well. I am writing to inform you of an important update regarding your GP Practice. As of 1st April 2025, following an NHS Greater Manchester Procurement exercise, Rochdale Health Alliance will be taking over the management and operations of the SMC Great Lever / Lever Chambers Practice.

Who are we? Rochdale Health Alliance (RHA) was established in 2016. Our Board is made up of practicing GP Partners, who have between them over 100 years of experience working as GPs, and a Non-Executive Director who is also the Chair of RHA. The Directors, supported by an experienced team provide guidance and insight into the challenges and opportunities in General Practice and help us to shape the services to ensure that they meet the needs of patients.

RHA is excited to have you as part of our healthcare family and look forward to providing you with exceptional care and service. Our team is dedicated to ensuring a smooth transition and maintaining the high standards you have come to expect.

What Can you Expect:

- You will continue to receive care from the same dedicated healthcare professionals you trust and there will not be any immediate changes that will affect your care or treatment.
- You do not need to take any action, and you will still be registered at the practice.
- Appointments and prescriptions will continue as normal. If you have upcoming appointments or repeat prescriptions, these will not be affected.
- From 1st April 2025 the Practice name will change to the Bolton Family Practice.
- As part of the national programme to upgrade and improve GP Practice telephony, April also coincides with the introduction of a new telephone system at the Practice. We are still awaiting a date for the change, but please be assured we will keep you all informed. The new system has lots of benefits to how you can reach us, including a call back service.
- Starting 1st April, we will also launch a new website and Facebook page to keep you informed of any updates. We will send you a text when these are live.

As your new Practice Manager, I am excited to work with the wonderful team of receptionists, nurses, and GPs here in Bolton. I am available to answer any questions or concerns you may have during this transition. Please feel free to contact me at juliedowling@nhs.net

If you would like to join our **NEW** Patient Participation Group (PPG), please let the reception team know.

I appreciate your understanding and cooperation during this period of change. Please be assured that our commitment to your health and well-being remains our top priority, and we look forward to serving you with the same dedication and care.

Thank you for your continued trust in the Practice.

Warm regards,

Julie Dowling-Doyle

Practice Manager