

North Somerset Community Partnership
PO Box 237 Castlewood
Tickenham Road
Clevedon
North Somerset
BS21 6FW
Tel: 01275 546808

March 2020

Dear Sir or Madam,

As you may be aware, on 1 April 2020 the provision of community health services in North Somerset will transfer from North Somerset Community Partnership (NSCP) to Sirona care & health (Sirona). In preparation for this, NSCP has been working closely with Sirona to ensure the delivery of your / your child's care will be transferred seamlessly.

In line with NHS guidelines, our healthcare staff will transfer to Sirona and, to maintain the continuity and safety of your / your child's care, we will be transferring your / your child's healthcare records. It is highly likely the clinicians currently providing your / your child's care will continue to do so.

On the back of this letter we have provided some further information which you may find helpful and we have also included contact details for you to get in touch with us if you have any further questions or concerns before March 31 2020.

We enclose an information sheet from Sirona to welcome you to their service.

Yours sincerely,



Judith Brown
Chief Executive

Why am I receiving this letter?

We are sending you this letter as you / your child are currently receiving community health care from North Somerset Community Partnership (NSCP) and the organisation providing your / your child's care will be changing soon.

What is changing?

From 1 April, 2020, NHS community health services in North Somerset will be provided by Sirona care & health (Sirona). NSCP is working closely with Sirona to ensure you / your child continue to receive the care you / your child needs.

What do I need to do?

You do not need to do anything and any appointments you / your child have will continue as usual. It is likely the clinicians providing your / your child's care will remain unchanged.

What about my health records?

Your / your child's health records are held electronically by NSCP and these will transfer to Sirona care & health. This will enable your / your child's care to continue after the transfer. You may have a folder of paper health records in your home which your / your child's nurse or therapist writes in during visits. These folders will continue to be used in the same way.

How will I contact the service after the transfer?

Some of our services are changing their phone number and if this affects you / your child, you will be provided with new contact details.

Please continue to use the existing contact details unless we advise you separately.

What if I want to know more about my health records?

You can find out more about what we do with your information at:

www.nscphhealth.co.uk/terms-and-conditions

What if I have any questions?

If you have any questions about any of the above, please contact us before 1 April 2020 on

[0800 389 5260](tel:08003895260) (freefone) or email us at nscp.complimentsandcomments@nhs.net

If you have any questions about the transfer of your / your child's patient record please contact us on

[0800 389 5260](tel:08003895260) (freefone) or email us at nscp.dataprotectionofficer@nhs.net