

Laurel Bank Surgery

Old Hall Street, Malpas, Cheshire SY14 8PS
Tel: 01948 860205 Practice Code: N81038

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Dr Christine L Snowden
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Dear Patient,

We are writing to remind you about the upcoming merger between Laurel Bank Surgery (Malpas) and The Village Surgeries Group (Tattenhall and Farndon), which will take effect on 1st April 2026.

Following the merger, the combined practice will continue under the name Laurel Bank Surgery, operating across three sites: Malpas, Tattenhall, and Farndon.

There are no site closures, and patients will continue to access care across all locations when appropriate.

What this means for you:

- No action is required – you do not need to re-register.
- All patients will remain registered with Laurel Bank Surgery from 1st April 2026.
- Patients will continue to have access to their clinical team.
- The Usual GP model will remain in place for Malpas patients and will be introduced for patients of The Village Surgeries Group.
- Patients of The Village Surgeries Group will be contacted in due course regarding their allocated Usual GP.

What is a usual GP?

Your usual GP is the doctor you are registered with at the practice. Whenever possible, we aim to register families and households under the same GP to ensure continuity of care. This doctor is responsible for managing most of your healthcare needs and coordinating your care.

Whenever possible, we recommend that you see your usual GP for appointments, and our staff will generally guide you toward them. However, in cases of acute illnesses, you may be seen by any available GP at the practice if appropriate.

Contacting the practice:

From the 1st April 2026, patients should use a single telephone number (this is the current Laurel Bank Surgery number):

01948 860205

Calls will be easily routed to speak to members of our team who can help you, regardless of whether you usually attend Malpas, Tattenhall, or Farndon.

You may also attend any of the three sites in person to speak with our reception teams.

Repeat prescriptions:

A practice prescribing statement from Laurel Bank Surgery will be issued shortly to provide further information regarding repeat medication requests and issues.

Change to services:

Please note that from 1st April 2026, the practice will **no longer be offering ear irrigation services**. This is no change for (Village Surgeries Group Patients). Further information about alternative options will be provided where appropriate.

Elsewhere, we will be levelling-up our service offer, and all patients will be able to access in-house cryotherapy, minor surgery, coil and implant fitting, and 24-hour BP monitoring as clinically appropriate.

Access to Non-NHS services:

All patients will be able to access the wider range of Non-NHS services offered by Laurel Bank Surgery, including, shotgun licence medical forms and private travel vaccinations, including Yellow Fever.

Further details, including fees and how to access these services, will be available on the practice website, which is being updated ahead of April: www.laurelbanksurgery.co.uk

We appreciate that change can feel unsettling and want to reassure all patients decisions are being made to support safe, sustainable, and high-quality care.

Yours faithfully,



Dr Richard Henney
Senior Partner
Laurel Bank Surgery



Mr Edward Rigby MBA MIGPM
Managing Partner
Laurel Bank Surgery