

IMPORTANT INFORMATION REGARDING YOUR GP SURGERY PLEASE READ CAREFULLY

Dear Patient

We are writing to inform you that Graham Road Surgery and Horizon Health Centre will formally merge to become a single GP practice from 16th June 2026.

The two practices have worked closely together for several years, and many of our clinical and administrative staff have already been working across both sites. Formalising this arrangement through a merger will allow us to further strengthen the way we work together and continue to provide high-quality, safe, and sustainable services for our patients.

What this means for you

- Patients currently registered with Horizon Health Centre will have their records automatically transferred to Graham Road Surgery; no action is required.
- Patients registered with Graham Road Surgery will retain their records at that practice, and no data transfer will take place.
- If you are registered at Horizon Health Centre and have access to online services, please note that your online access will not transfer automatically. We would ask that you re-register for online services after 16th June via the NHS app and not via the practice.
- If you order medication through our online services, please note that we will be unable to process prescription requests for Horizon Health Centre patients from 10th June to 16th June, so we kindly advise you to order in advance.
- Your medical records will remain secure and confidential, and there will be no change to how your information is used to support your care.
- Patients may be offered appointments at either Graham Road Surgery or Horizon Health Centre, depending on availability and the type of appointment required.

Our practice sites

Both Graham Road Surgery and Horizon Health Centre will continue to operate as practice locations, and patients will be able to access services from either site where appropriate.

Our team

All doctors, nurses, and practice staff from both surgeries will continue to work together as one integrated team. As many staff members have already been working across both sites for several years, we expect the transition to be smooth for both patients and staff.

This merger will support the continued development of our services and help ensure we are able to meet the needs of our growing patient population.

Horizon Health
Centre
68 Lonsdale Avenue
Weston-super-Mare
BS23 3SJ



Graham Road
Surgery
22 Graham Road
Weston-super-Mare
BS23 1YA

If you have any questions or would like further information, please contact reception at either practice where a member of our team will be happy to assist you.

Thank you for your continued support.

Yours sincerely,

Pier Health Group Ltd

Frequently Asked Questions – Practice Merger

1) When will the merger happen?

Graham Road Surgery and Horizon Health Centre will formally merge on 16 June 2026.

2) Do I need to do anything?

Patients currently registered with Horizon Health Centre will have their records automatically transferred to Graham Road Surgery; if you have online access to request medication you will need to re-register for online services after 16 June.

Patients registered with Graham Road Surgery will retain their records at that practice, and no data transfer will take place.

3) Will I still be registered with my named GP?

You will remain registered with the practice and will continue to receive care from our clinical team. While we aim to maintain continuity with your usual GP where possible, you may sometimes be offered an appointment with another suitable clinician depending on availability and the type of appointment required.

4) Will the practice locations change?

No. Both Graham Road Surgery and Horizon Health Centre will continue to operate as practice sites.

5) Where will my appointment be?

You may be offered appointments at either site, depending on clinician availability and the type of appointment you require; however, we aim to accommodate your choice of location wherever possible, and our team will always inform you of the appointment site at the time of booking.

6) Will the staff change?

No. The same doctors, nurses, and practice staff will continue to care for patients. Our team have already been working across both sites, so this merger formalises an arrangement that is already familiar to many patients.

7) Will my medical records be safe?

Yes. Your medical records will remain secure and confidential, and there will be no change to how your information is stored or used to support your care.

8) Will opening hours change?

The opening hours for both Horizon Health Centre and Graham Road Surgery remain unchanged. Both practices are open from 8:00am to 6:30pm, Monday to Friday.

9) How do I book appointments?

You can book an appointment in several ways. Please contact our Reception team on 01934 628111 or 0345 350 3973 to arrange a nurse appointment. They can also submit a request on your behalf via our AskMyGP system. Alternatively, you may submit a request directly online using AskMyGP.

10) Who can I contact if I have questions?

If you have any questions about the merger, please contact reception at either Graham Road Surgery or Horizon Health Centre, where a member of our team will be happy to help.

11) Will there be any changes to my prescriptions?

No. We do not anticipate any changes to how your prescriptions are managed. You can continue to request your repeat prescriptions in the usual way.

12) How do I request my repeat medication?

If you order medication through our online services, please note that we will be unable to process prescription requests for Horizon patients from 10 June to 16 June, so we kindly advise you to order in advance.

You can continue to request repeat prescriptions through:

- Your usual online services or NHS App
- Submitting a repeat prescription request to the practice
- Your nominated pharmacy, if they currently request medication on your behalf

13) Will my nominated pharmacy change?

No. Your nominated pharmacy will remain the same, unless you choose to change it.

14) Will my online access change?

- If you are currently registered with Graham Road Surgery, you can continue to use your existing online services and NHS App login as normal.

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- If you are currently registered with Horizon Health Centre, you will need to re-register for online services following the merger to access your medical record, book appointments, and request prescriptions.

15) How do I re-register for online access if I am a Horizon Health Centre patient?

You can re-register by:

- Using the NHS App to set up access once your registration at the merged practice is complete (from 17th June onwards)
- Our reception team will guide you through the process and ensure your online access is activated quickly.
- Visiting the practice reception in person if any issues