

11 March 2026

Primary Care Team

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Dear patient

For all patients registered with Kingsway Health Centre and Bramingham Park Medical Centre

This letter is for everyone living at this address who is registered as a patient at Kingsway Health Centre and Bramingham Park Medical Centre. Please share it with other members of your household if they are registered with the practices.

We wrote to you in June 2025 to advise that East London NHS Foundation Trust (ELFT) had agreed to continue to deliver services until a new provider was found to deliver general practice services to the registered population. We are grateful to ELFT for their continued support.

We are now writing to provide you with an update as the process to select a new provider is complete and we are pleased to confirm that the Modality Partnership will be the new provider. This means that from Wednesday 1 April 2026, services at Kingsway Health Centre and Bramingham Park Medical Centre will be provided by Modality Partnership. The contract will provide long term stability and continuity of care for patients.

Modality Partnership is a well-established, nationally recognised primary care organisation providing general practice across the country, including a partnership in Bedfordshire formed last year. Modality has a strong track record of delivering safe, high-quality, patient-centred care, supported by positive Care Quality Commission (CQC) ratings across its sites. As they take on the contract, you can feel confident that your care will continue to meet national standards, with a focus on accessible services and continuity of care for patients.

What difference will this make?

You will still receive the usual services at Kingsway Health Centre and Bramingham Park Medical Centre, Monday to Friday from 8am to 6:30pm.

Contacting the practice

You can continue to contact the practices by telephone and online.

- Kingsway Health Centre: 01582 847808
- Bramingham Park Medical Centre: 01582 597737
- Website: kingswayandbraminghammedicalcentre.nhs.uk

Accessing Appointments and Services

To request a routine appointment, you should continue to:

- Contact the practice by ringing Kingsway Health Centre on 01582 847808 or
- Bramingham Park Medical Centre on 01582 597737
- Use your [NHS account](#) (through the NHS website or NHS App) or [SystemOnline](#) to book an appointment, screening test or vaccination

If you require an urgent appointment (Monday to Friday), please contact the practice by telephone.

Opening hours

The practice core opening hours will not be changed, services will continue to be 8am to 6:30pm Monday to Friday.

Enhanced Access Services

Enhanced access appointments (evenings 6.30pm - 8pm and Saturdays 9am - 5pm) are provided by Primary Care Networks (PCNs) and will continue to be delivered in the same way from 1 April 2026. You will be able to book these appointments by contacting the Kingsway and Bramingham reception teams during normal opening hours.

These appointments will continue to be provided by Phoenix Sunrisers PCN, and delivered at Kingsway Health Centre, Bramingham Park Medical Centre, Conway Medical Centre, Malzeard Road Medical Centre, Neville Road Surgery and Pastures Way Surgery sites.

What happens next?

If you and other members of your family are registered at Kingsway Health Centre and Bramingham Park Medical Centre, you do not need to do anything - you will continue to receive services from 1 April 2026.

You will still be able to book evening and weekend appointments (6.30pm - 8pm on weekdays and from 9am – 5pm on Saturdays) with the enhanced access service.

I would like to change my GP practice, what should I do?

We would encourage you to stay at Kingsway Health Centre and Bramingham Park Medical Centre, however if you feel you want to seek alternative GP services you can find a list of practices which are close to your home on the *Find a GP - NHS* website: www.nhs.uk/service-search.

If you have a query or concern, or you would like this information in another format or language, please contact the primary care team by email on blmkicb.pccc@nhs.net or leave a voicemail message on telephone number 0800 148 8890 and someone will call you back.

Yours faithfully



Amanda Flower
Director of Primary Care and Community Integration
Bedfordshire, Luton and Milton Keynes Integrated Care Board