

Milton House
151 Wednesbury Road
Walsall
West Midlands
WS1 4JQ

Tel: 01922 627788

10 November 2025

Important information about your GP practice

Dear Patient,

We wanted to make you aware of a potential relocation from our current address to a new site at Saddlers Shopping Centre, Bridgeman Street, Walsall, WS1 1PL (the new site is 1 minute walk from Saddlers Centre bus station).

As you may know, our current premises were adapted from a retail shop. The building is not easily accessible for patients/staff with mobility issues and does not have the space we need to provide patient care effectively or increase the range of services we offer.

We are proposing a move to a spacious, modified surgery, 0.8 mile away Bridgeman Street. While the move would impact those patients living close to our current site more, it would mean we could improve services for all in the future.

Under the proposal, our catchment area would remain unchanged and current staff retained. We would also maintain the name of Palfrey Health Centre.

We'd like to hear your views on how this potential move would impact you. There are a number of different ways you can give your feedback;

- PPG meeting — Wednesday 26th November, 5pm at Palfrey Health Centre.
If you plan to attend the PPG session, please call the practice on 01922 627788 to confirm attendance.
- Survey — complete a short survey, <https://www.palfreyhealthcentre.co.uk/2025/11/10/potential-practice-relocation/> or collect a paper copy from our practice and hand it to the reception team once you've completed it. If you require the survey in a different format or language, or if you need help completing this, call 01922 627788.
Deadline: 5th December 2025
- Drop-in session at Palfrey Health Centre — if you want to find out more about the potential relocation, come along to the session on Wednesday 26th November from 2pm - 4pm. If you would like to attend the drop-in and require assistance to attend. Please let us know by contacting our reception on 01922 627788.

It you are not available on the above dates and want to get involved or have any general comments, then please get in touch with us on 01922 627788.

We also have some Frequently Asked Questions (FAQs) available on our website which you may find useful regarding the potential-relocation or you can pick up a paper copy from our practice. If you require this letter or FAQs in an alternative format please contact our reception on 01922 627788.

We will be working closely with our commissioners, NHS Black Country Integrated Care Board (ICB), the NHS organisation responsible for ensuring people have access to local GP services. Your feedback is important to us.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'O Siddiq', with a horizontal line drawn underneath it.

Mr O Siddiq BSc (Hons) MSc P.G.C.E.
Practice Manager
(On Behalf of GP Partners & Practice Team)