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Dear Patient

**Bow Medical Centre**

As a patient at the Bow Medical Centre, you may be aware that there have been some issues raised in respect of the practice.

This letter is intended to reassure you that these matters are being dealt with in the correct way by Devon Primary Care Trust, and that action has been taken to ensure that access to GPs at the practice is not disrupted.

I am sure you will understand that, for reasons of confidentiality, we are unable to go into detail about any individuals. However, Devon Primary Care Trust wishes to put on record that it has met Dr Bower from the practice and has no concerns or reservations in respect of his clinical abilities. We are also in receipt of a copy of the petition that has been raised in Dr Bower's support and we are pleased that patients clearly hold him in such high regard.

While the matters raised are being looked into, we have arranged for Devon Doctors on Call – an agency staffed by Devon GPs and doctors – to provide extra support to the practice, to ensure its continued smooth running and to avoid any disruption or inconvenience to patients. We wish to assure you that the support provided by Devon Doctors will be of the highest standard.

Although there is little more that we can say at this time, please be assured that we are taking the necessary action to ensure that matters are resolved as swiftly as possible.

Yours sincerely

Rebecca Harriott  
Director of Provider Development  
**Devon Primary Care Trust**

Chairman: Dr David Radford

Chief Executive: Dr Kevin Snee

[www.devonpct.nhs.uk](http://www.devonpct.nhs.uk)