

CareOncology Clinic UK

76 Harley Street

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Dear Patients,

We want to sincerely thank you for your patience and understanding as we move through an important period of change within our service.

Over the past year, our wider organisation has been carefully planning and implementing a series of developments designed to strengthen and enhance the care we provide. These improvements are now being put into place and are part of a broader vision to create a more effective, supportive, and sustainable service for all our patients.

We know that times of change can bring uncertainty, and we truly appreciate the trust you've placed in us as we work to build a stronger and more streamlined clinic for the future.

What This Means for You

For our existing patients:

Your continuity of care remains our top priority. We are committed to ensuring you continue to receive the support and guidance you need while these changes take shape. Your clinician and care team will stay in touch with any updates specific to your ongoing treatment, and you can be reassured that your plan remains on track.

For our new enquiries:

We know many of you have been eager to begin care with us. At the moment, we're unable to take on new patients while we finalise our new treatment programme. However, we're planning to reopen in January 2026, and we're genuinely looking forward to welcoming new patients once we're ready.

We'll keep you updated so you'll know as soon as our appointments reopen.

If you haven't joined our waiting list yet and would like to, please let us know - we'd be happy to add you. If you've already joined, no further action is needed.

Prescription Service Update

E-chemist will now be handling top-up prescriptions for existing patients. They will invoice patients directly for both the prescription and any medications, provided the patient resides in one of the following countries: **United Kingdom, Estonia, Latvia, Luxembourg, Belgium, France, Switzerland, Ireland, and Gibraltar.**

If a patient does not reside in one of these countries, we will issue a letter of recommendation that can be taken to their prescribing pharmacist or doctor.

For existing patients, your care team will contact you directly with detailed information on the options available for obtaining your medications under this new arrangement.

Staying Connected

As we move through this transition, we'll continue to send periodic updates by email to keep you informed about our progress and what to expect next. You don't need to do anything; we'll make sure you're updated as soon as there's more to share.

We understand how important clear communication is during this time, and we're committed to keeping you in the loop every step of the way.

Thank you once again for your patience, understanding, and support. We're truly excited about the direction we're heading and confident these changes will allow us to offer expanded and even more effective, integrated care in the future.

With sincere gratitude,
Care Oncology Clinic Team