

GP services for Tottenham Hale Medical Centre

Frequently Asked Questions

1. What is happening at my GP surgery?

GP practices aren't managed directly by the NHS. Instead, commissioners appoint an organisation to manage your GP practice. This can be run by a single GP; a group of GPs; a social enterprise or a limited company. The organisation that manages your GP practice employs the doctors, nurses and other staff who work there.

The contract with the current provider of GP services at Tottenham Hale Medical Centre is due to end 31 March 2021. As a result, North Central London Clinical Commissioning Group (CCG) is required to put it out to a competitive process where a variety of providers (including Lawrence House Group who currently supply your GP service) can compete to run the surgery.

We will make sure that your GP services continue uninterrupted and you don't need to do anything. However, if you would like to share your views on the services that you think should be provided by your GP practice we would love to hear from you.

2. Why can't my existing doctors continue to run the practice?

The contract to run the surgery covers a set period of time. This enables Commissioners at North Central London CCG to periodically check that the organisation appointed to provide GP services remains the best option for patients. The current contract is due to expire on 31 March 2021.

Lawrence House Group is aware of this and is encouraged to apply, through the formal selection process, to run the surgery again. The law says that we must treat Lawrence House Group in the same way as any other GPs or organisations that may be interested in running the practice.

3. How can I get involved?

Patients can share their views on their GP surgery in a number of ways:

- by completing the questionnaire online
- by completing a paper copy of the questionnaire (available from the surgery)
- by calling 0203 816 3776 to leave comments (Monday to Friday 0800 -1600);

This is an opportunity for you to let us know what you think needs to be improved as well as what currently works well. Your views will help us to design a service that meets the needs of patients.

The online questionnaire is available at: <https://www.engage.england.nhs.uk/survey/7a68e68c> between 1st and 21st September 2020 or if you prefer, you can get a paper copy of the questionnaire from your GP surgery between those dates.

4. What arrangements are being made for patients whilst the procurement process is underway?

GP services for patients will continue before, during, and after this process and there is nothing you need to do.

5. If a different organisation is appointed will our surgery close?

No. Tottenham Hale Medical Centre will continue to provide GP services without a break.

6. What will happen to the doctors and practice staff?

Whatever the outcome of the procurement process, regulations exist to protect the employment of existing staff. This includes any employed doctors, nurses, receptionists and administration staff. As a result, even if a new provider is chosen to provide the GP service, we would expect many of the doctors, nurses and other practice staff to remain at the surgery.

7. Will there be any changes to the services offered at Tottenham Hale Medical Centre?

We will be seeking to make some changes to the services provided. We will take into account patients' views collected through the questionnaire advised in Question 3, as well as the services provided by other local surgeries. Asking for patients' views on the GP service that they currently receive is an important part of the process of putting together the new contract. We will look at the feedback received through the questionnaires and the Patient Event to take account of this.

You will be kept fully informed of any changes that will be made.

8. Do I need to do anything?

You do not need to do anything. GP services will continue to be provided at Tottenham Hale Medical Centre in the period leading up to, during and after this procurement process.

9. If I want to register at another practice, do I need to do this myself?

We hope that you will be happy to remain at Tottenham Hale Medical Centre but if you wish to change GP practice at any time you should contact the surgery of your choice and ask them to register you. You can find a surgery near you at www.myhealth.london.nhs.uk. It has information about practices, including opening hours and patient satisfaction survey results.

10. What is NHS England?

NHS England is the national body responsible for the establishment and maintenance of contracts with GPs throughout the whole of England. It took over the responsibility from Primary Care Trusts on the 1st April 2013. NHS England is divided into a number of Regional Teams that are responsible for geographical areas. Your practice falls under the responsibility of the London Regional Team of NHS England.

11. What is North Central London CCG?

Clinical Commissioning Groups, or CCGs, are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area. Commissioning involves deciding what services are needed for diverse local populations, and ensuring that they are provided. All GP practices belong to a CCG. Your practice falls under the responsibility of North Central London CCG.

12. I can't attend the Patient Event, but want further information. Who should I contact?

You can speak to your surgery directly, or you can contact The NCL Primary Care Team via nlphc.lon-nc-pcc@nhs.net

This information may be available in alternative languages, upon request.