

BOTOLPH BRIDGE COMMUNITY HEALTH CENTRE

19 February 2015

Frequently Asked Questions

1. What is happening at my GP practice?

The contract with the provider which currently runs GP services at your practice is due to end on 30 September 2015. NHS England is required to put in place a competitive process where a variety of providers who are suitably qualified (including the provider currently running the GP service) can compete to run the practice. This process is to ensure that patients continue to receive the highest quality services which represent the best value to the taxpayer.

NHS England will be making sure that your GP services continue uninterrupted and there is nothing that you, as a patient, need to do.

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

The contract currently in place is due to expire on 30 September 2015. The provider which currently runs your practice is fully aware that their contract is coming to an end.

There is nothing to stop your current provider from applying through the formal selection process to run the practice again and they will be treated equally and considered along with any other GPs or organisations interested in running the practice.

3. How can I get involved?

Patients can share views on the practice by completing the questionnaire online or filling in a paper copy. 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.

For information on how to complete this questionnaire online please contact the Area team on:

england.ea-primarycare@nhs.net

The Patient Survey will be accessible online between 19 February and 20 March 2015.

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

The GP services for patients at Botolph Bridge will continue as normal during, before and after this process and there is nothing you need to do.

5. If a different provider is appointed will my practice close?

No. GP services will continue to be provided out of the Botolph Bridge Community Health Centre.

6. What will happen to the practice staff if a new provider is appointed?

Following the procurement process and the awarding of a new contract, we would expect a number of the doctors, nurses and other practice staff to remain. Under special employment regulations to protect their employment practice staff, nurses and some of the doctors will transfer their employment to the new provider. There should be no changes to your practice nurses or receptionists unless that is their personal decision.

7. Will there be any changes to the services offered at the practice?

There are no plans to change the services currently provided, however this will be informed by patients' views collected through the survey (see question 3 "How can I get involved") . 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 surveys.

8. Do I, as a patient, need to do anything?

No. GP services will continue to be provided from the practice in the period leading up to, during and after this procurement process.

9. When will I get to know who will be the provider of my GP practice?

The new GP contract will be awarded by July 2015. The new contract will commence on 1 October 2015 and further information will be made available at this time.

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

If you wish to change GP practice you should contact the new practice of your choice and ask them to register you. You can find a practice near you on the NHS Choices website at: www.nhs.uk. It has information about practices, including opening hours and patient satisfaction survey results.

11. 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 1 April 2013. NHS England is divided into a number of sub regions that are responsible for geographical areas. Your practice falls under the responsibility of the East sub region of NHS England.