



St Andrew's Health Centre

INFORMATION FOR PATIENTS

1. What is happening at my GP practice?

Within the NHS, there are multiple organisations. Some are responsible for the commissioning of NHS healthcare services, and others are responsible for providing those services to patients, such as GP services.

Commissioning organisations have contracts with provider organisations to manage GP practices, and it is these provider organisations that employ the doctors, nurses and other staff who work at the practice. A provider organisation can be a single GP, group of GPs, social enterprise or a limited company.

Many GP practices have contracts that do not have expiry dates. Others – like St Andrews Health Centre – have contracts which were designed to provide the greatest range of services to patients, and these contracts do have expiry dates.

The current provider at St Andrews Health Centre is the Bromley by Bow Partnership. The contract with the Bromley by Bow Partnership expires on 30th September 2022, having been extended for 2 years due to COVID-19 (see question 3 for further details). The contract for St Andrews Health Centre is ending on the same date as a neighbouring practice, St Paul's Way Medical Centre in Selsey Street. It makes sense for North East London CCG to put in place one new contract that covers GP services for all patients of both practices. Under that new contract, services will continue to operate from **both** the current St Andrew's Health Centre and St Paul's Way practices (see question 6 for more details).

North East London Clinical Commissioning Group (CCG) is now required by law to undertake a competitive procurement process where a variety of healthcare providers can compete to win the new contract and run both practices from 1st October 2022.

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

The contract to run the practice covers a set period of time, and commissioner organisations are required by law to undertake formal procurement processes once that set period of time has ended. This enables the commissioner organisation to periodically check that the provider organisation appointed to deliver services remains the best option for patients.

The existing healthcare provider is aware of this, and if they apply to take part in the formal procurement process, they will be treated in the same way as any other GPs or organisations that also apply through the procurement process, as required by law.

The new procurement in no way reflects the quality or safety of the services that you currently receive at St Andrews Health Centre.

3. Delay due to COVID-19

The existing contract with the Bromley by Bow Partnership originally expired on 30th August 2020. In late 2019/early 2020, the commissioner organisation Tower Hamlets CCG (now called North East London CCG) was preparing the process to procure a new contract for GP services.

However, due to the COVID-19 pandemic, the procurement was delayed in accordance with government guidelines, due to the urgent need for commissioners and GP providers to focus on the primary care response to COVID-19 and the subsequent rollout of the vaccination programme, and therefore the current contract with the Bromley by Bow Partnership was extended to 30th September 2022.

4. 2019 patient engagement

As part of the planning in 2019, Tower Hamlets CCG undertook a patient engagement, which involved writing to all patients, holding drop-in sessions in the practice waiting area, and providing patients with the opportunity to give feedback via a survey/post/email. All feedback was analysed and published in a Patient and Public engagement report in January 2020 and made available via the practice.

Feedback received from the 2019 consultation has been taken into consideration as the CCG now prepares to recommence the procurement process.

5. Can I give feedback now?

If you would like to comment on the primary care services you currently receive from St Andrews Health Centre and how you would like to see services change in the future, you can write to us using the following methods:

By email: nelondon.nel-primarycare@nhs.net (*please insert St Andrews Health Centre Engagement as your email subject header*)

By post: St Andrews Health Centre Engagement, Primary Care Team, NHS North East London CCG, 4th Floor - Unex Tower, 5 Station St, London E15 1DA

Please note that you will not receive a response to your email/letter, but the CCG will take into account all feedback received before Wednesday 22nd December 2021, together with feedback received in 2019. A summary of patient feedback received will be published on the practice website in the new year with printed copies available from the practice reception.

6. Is there a risk services will be interrupted or St Andrews Health Centre could close?

No. St Andrews Health Centre will continue to provide GP services without interruption from the same premises. The service will continue uninterrupted through the procurement process and from the end of the existing contract on 30th September 2022 to the start of the new contract on 1st October 2022. The fact a single contract will be in place across both St Andrews Health Centre and St Paul's Way Medical Centre will not affect patients: existing St Andrews patients will continue to access GP services at St Andrews Health Centre, and existing St Paul's Way patients will continue to access GP services at St Paul's Way Medical Centre as normal.

7. 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. This will also apply to the current employed staff at St Paul's Way Medical Centre.

8. Do I need to do anything?

You do not need to do anything. GP services will continue to be provided at St Andrews Health Centre in the period leading up to, during, and after this procurement process. Your status as a patient with St Andrews Health Centre will be unaffected, whatever the outcome of the process (unless you wish to register at another practice - see question 9 below).

9. If I want to register at another practice how do I do this?

We hope that you will be happy to remain a patient with St Andrews Health Centre, but if you wish to change GP practice at any time you should contact the new practice of your choice and ask them to register you. You can find a practice near you at www.nhs.uk/service-search/find-a-gp

10. What is North East London Clinical Commissioning Group?

Clinical Commissioning Groups, or CCGs, are clinically-led statutory NHS bodies responsible for the planning and commissioning of healthcare services for their area. Commissioning involves the design and planning of services for local populations, and ensuring that those services are delivered to a high quality. All GP practices belong to a CCG. St Andrews Health Centre falls under the responsibility of NHS North East London CCG.