

Burst Wood Surgery- Frequently Asked Questions

1. What is happening at my GP surgery?

GP Practices aren't managed directly by the NHS. Instead, NHS England appoints 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 your GP practice is due to end 31st December 2019. As a result, NHS England and Bexley Clinical Commissioning Group (CCG) are required to review the contract and put it out to a competitive process where a variety of providers (including Clocktower Healthcare who currently supplies 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 NHS England and the CCG to periodically check that the organisation appointed to provide services remains the best option for patients. The current contract is due to expire on 31st December 2019.

Clocktower Healthcare 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 Clocktower Healthcare 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 surgery in a number of ways:

- by completing the questionnaire online
- by completing a paper copy of the questionnaire (available from the surgery)
 - by attending a Patient Event at the surgery on Tuesday 12th March, 6.30-7.30pm or Tuesday 19th March, 12-1pm

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: www.engage.england.nhs.uk/survey/2e35e47b from 1st to 28th March 2019. If you prefer, you can get a paper copy of the questionnaire from your GP surgery between these same 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. Bursted Wood Surgery 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 Bursted Wood Surgery?

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 Q3 above, 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 Bursted Wood Surgery 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 Bursted Wood Surgery 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 Bexley 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 Bexley 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 CCG's Patient Experience team via e-mail bexccg.contactus@nhs.net or by phone on 0800 328 9712.

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