

The Forest 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.

Currently the services at your GP practice are run by Omnes Healthcare Ltd under temporary arrangements following the decision of the previous contract holder (Dr Ahmad) to hand back his NHS contract. As a result, NHS England and NHS North East London are required to review the contract and put it out to a competitive process where a variety of providers (including Omnes Healthcare Ltd) can compete to run the surgery. We will make sure that your GP services continue uninterrupted during this process 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 NHS North East London to periodically check that the organisation appointed to provide those services remains the best option for patients. The current temporary arrangements are due to expire later this year and can be further extended until a permanent provider is appointed.

The current provider (Omnes Healthcare Ltd) is aware of the situation and is able to bid for the new contract through the formal selection process, should they wish to run the surgery on a long-term basis. The law states that we must treat Omnes Healthcare Ltd in the same way as any other GP or organisation(s) 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:

- Online survey: <https://www.surveymonkey.co.uk/r/ForestSurgery>
- Completing a paper survey available from the surgery

- Attending a patient engagement event:

Date	Time	Format
Thursday 26 January 2023	11:00 – 12:00	In-person at the practice location
Thursday 26 January 2023	17:30 – 18:30	Virtually via Zoom*

*Please note for the virtual session via Zoom, patients will need to email: nelondonicb.tnwprimarycare@nhs.net with your name, email address and the name of your GP practice. A link will then be shared to the relevant email address in advance of the session.

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 patient survey will close on: 31 January 2023.

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 no action for you to undertake.

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

No, the Forest Surgery will continue to provide GP services without any disruption to patient care.

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. 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 The Forest Surgery?

As a new permanent contract will be issued, it serves as a good opportunity to review the current services being provided at the surgery and to see how they might be improved to better meet the needs of local people. Therefore, we are keen to hear from patients about their experience of the practice and to hear what works well and what might need improving. You can share your views by taking part in the online / paper survey or by attending one of the patient engagement events. All views will be taken into consideration when a final decision is made on who will run the GP practice moving forward. In addition, you will be kept fully informed of any changes that may be made.

8. Do I need to do anything?

You do not need to do anything. GP services will continue to be provided at The Forest 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 The Forest 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 by visiting: <https://www.nhs.uk/service-search/find-a-GP> which has information about practices, including opening hours and patient satisfaction survey results. Alternatively, please contact the NHS England Customer Contact Centre on: 0300 311 22 33 for help registering with another GP practice.

10. What is NHS North East London?

NHS North East London is responsible for the planning and commissioning of health and care services for your local area. Commissioning involves deciding what services are needed to improve the health and wellbeing of local people, and ensuring that they are provided. This includes GP practices. Your practice falls under the responsibility of NHS North East London.

11. I can't attend the patient engagement event, but want further information. Who should I contact?

Please speak to your surgery directly who should be able to provide further assistance.

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

Last updated: 10 January 2023