

10 January 2023

Dear Patient

I am writing to provide you with some information about the GP services at the Forest Surgery (2 Macdonald Road, Walthamstow, London, E17 4BA) and to invite your views on how these services could be provided in the future.

What is happening at my GP surgery?

We previously wrote to patients in October 2021 informing you that temporary arrangements would be put in place to ensure continuity of GP services, following the decision of Dr Ahmad to hand back his NHS contract. Over the past 12 months we have been exploring the most suitable long-term option for patients registered at the Forest Surgery and we are now in a position to seek a new provider for the practice on a permanent basis. The current temporary arrangements will remain in place to ensure that services continue uninterrupted until a permanent provider is appointed.

How will a new provider be appointed?

Since the NHS was founded in 1948, GP Practices have been independently run businesses which are contracted by the NHS to provide medical services for patients. These businesses can be owned and run by an individual; a company; a partnership; or a social enterprise. The organisation that manages your GP practice employs the doctors, nurses and other staff who work there.

The current temporary arrangements for GP services at the Forest Surgery are currently managed by Omnes Healthcare Ltd. In November 2021, Omnes Healthcare Ltd was given a contract to run those services on a temporary basis. The new long-term contract may or may not be with the current organisation. This does not mean that your practice will close or that you will need to find a new doctor. NHS North East London will make sure that your GP services continue uninterrupted.

In order to appoint a new provider, we will be running a formal selection or 'tendering' process, which will result in awarding either a new organisation or the existing organisation with a contract to manage your surgery for the next 5 to 15 years. As part of this, we will be asking patients for their views on the services currently provided. It is a legal requirement that we run this selection process in a fair and transparent way, and we want to ensure that any decisions made are in the best interests of patients, staff and taxpayers.

What does this mean for patients?

You are **not required to take any action**. GP services will continue to be provided at the Forest Surgery in the period leading up to, during and after this process. Although it is possible there may be some changes to staff, however we expect a number of the current doctors, nurses and administrative staff to continue working at the practice.

How can I input into the selection / tendering process?

NHS North East London would like to hear from patients to make sure that your views are considered in making this important decision about who manages GP services in your surgery for the long-term future. You can contribute your views in the following ways:

- Online survey - You can complete an online survey that will help us to understand what you value about the current service and what you would like to see improved. This is available at: <https://www.surveymonkey.co.uk/r/ForestSurgery> until 31 January 2023.
- Paper survey – If you are unable to access the survey online, paper copies will be made available at your GP surgery from the date of this letter until the end of January 2023.
- Engagement event - You can attend one of the information sessions below where you can learn more about the process and put forward ideas and suggestions to improve the services at your surgery:

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.

How can I find out more information?

A frequently asked questions (FAQs) patient information sheet has been put together and will be updated regularly. Paper copies of the FAQs is available at the GP surgery or can be accessed via the practice website: <https://theforestsurgery.co.uk/>

What happens next?

We will share the findings of your completed surveys and our conversations with you and we will let you know the outcome of the selection process in the following ways:

- NHS North East London website: <https://northeastlondon.icb.nhs.uk> – type 'Forest Surgery' in the search box of the main page
- Patient letter - We will write to you again later in the year to let you know the outcome of the selection process.

If you have any immediate questions please contact the surgery on: 0208 498 4988

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

Yours sincerely

A handwritten signature in black ink that reads "Alison Goodman". The signature is written in a cursive style with a small flourish at the end.

Deputy Director of Primary Care, NHS North East London, Part of North East London Health and Care Partnership