

To Patients registered with
Soho Square General Practice, 1st Floor, Frith Street London W1D 3HZ



Southside
105 Victoria Street
London
23rd June 2014

<Title> <Forename> <Surname>
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25 Jun 2014

Dear Sir/Madam,

Soho Square General Practice GP contract ending

This letter is to advise you that Central London Community Healthcare NHS Trust (CLCH) has notified NHS England of their intention to resign the GP contract they hold for Soho Square General Practice. The GP contract is scheduled to come to an end on 30th September 2014.

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 Area Teams that are responsible for geographical areas. Your practice falls under the responsibility of the London Area Teams of NHS England.

We are therefore writing to all of the patients of Soho Square General Practice to get some insight about how you would like to access health services following the closure of this surgery. There are two options that NHS England could consider, and as a patient currently registered at the Soho Square General Practice, we would like to have your views of the options described below.

OPTION ONE (known as dispersal)

You may choose to register with a practice of your choice in the area near where you live. If this is the option decided by NHS England as the best option for patients, we will send you details of the practices nearest to your home address and ask you to select a practice of your choice and for you to register with this practice. You can choose the practice that best suits your needs, and in your own time.

Examples of the information available about practices include: the number and gender of the doctors, whether the practice has a practice nurse, the languages spoken by the doctors, other practice staff and how you can register and access services. This information is available via the NHS Choices website at <http://www.nhs.uk/Service-Search/GP/LocationSearch/4> Information for patients without internet access will be available at Soho Square General Practice.

There are 6 GP practices located within 0.75 miles of Soho Square General Practice that are currently registering new patients. These practices range in distance from 0 miles (there is another GP practice within the same building as Soho Square General Practice) and 0.75 miles of Soho Square General Practice.

OPTION TWO (known as procurement)

NHS England could arrange for another practice or organisation to provide services for patients by a purchasing process carried out by NHS England. This process could take nine to twelve months and may require other suitable premises to be found. NHS England would also need to be mindful that any new practice is financially viable.

This process could take up to a further twelve months to put in place and could lead to continued uncertainty for patients about future services. To ensure continuity of service whilst we contract a new GP practice, NHS England would temporarily appoint a GP practice for the patients registered at Soho Square General Practice. During this period we would continue to engage with you and key stakeholders to understand your views on the process.

Neither of these options take away your right to choose where to register, but simply offer different ways of making sure that you have continuity of care following the closure of Soho Square General Practice.

We want to take the views of patients into account when we make our decision.

THERE ARE 2 WAYS THAT YOU CAN TELL US YOUR VIEWS:-

1. Internet Survey

For patients with access to the internet the link below will enable you to submit your preferred option and share your views.

<https://www.engage.england.nhs.uk/survey/353c8d66>

2. By Post

Complete the sheet on the following page and return your preferred option in the pre-paid envelope provided.

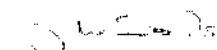
The closing date for receipt of your comments is **28th July 2014**

We have also attached a list of Frequently Asked Questions that may be useful.

Following the consultation, we will write to all of the patients who are currently registered with Soho Square General Practice advising them of the results of the consultation and the decision made by NHS England.

NHS England is committed to offering the best possible access to health services to our patients. Thank you for taking part in this consultation and we look forward to hearing your views.

Yours faithfully,



Julie Sands – Deputy Head of Primary Care
North West London Area Team



Soho Square General Practice – Patient Consultation June 2014

PLEASE COMPLETE THE DETAILS BELOW AND RETURN IT IN THE PREPAID ENVELOPE BY 28th July 2014

PLEASE TICK YOUR PREFERRED OPTION:-

Options	Please Tick
Option 1 Dispersal - I want to choose my new GP practice	
Option 2 Procurement - I want NHS England to find a new GP or suitable organisation to provide health services	
Option 3 No Preference	

Please add additional comments if required:-

COMMENTS


A Chinese version of this letter will be available at your GP practice from 2 July 2014.

由2014年7月2日起，你的家庭醫生將提供這封信的中文版。



Frequently Asked Questions

1. Do I need to change my GP Practice?



Not yet, however the contract for providing services with your GP practice is due to end on 30th September 2014. When this occurs NHS England is required by law to offer and provide access to GP services. Access will continue to be provided by choosing either dispersal or procurement.

2. Why am I being asked about how I want to access health services?

The law requires NHS England to consult with patients prior to deciding on the preferred option for the future of services when a contract comes to an end. By doing this we can best reflect the views of patients and other stakeholders in any decisions being made on the future of health services for patients.

3. What will happen to the practice staff?

It depends on the final decision made by NHS England. If the option is to procure a new contractor, either in a caretaking arrangement or longer term contract then the practice staff, nurses and some of the doctors may transfer their employment to the new GP Services Provider. Under special employment regulations to protect their employment, there should be no changes to your practice nurses or receptionists unless that is their decision. If the decision is made to disperse the patient list then the staff may become redundant.

4. How will you know whether other GP practices will be able to register more patients?

We have contacted local GP practices to advise them that a neighbouring GP practice contract will end and ask that they confirm the number of patients that they can register. This way we will be able to confirm that other local practices have the desire and capability to taken on additional patients.

5. Will there be any changes to the services offered to me at another practice?

All GP practices are required to provide essential services to patients. However it is possible that there maybe some local variation to services and patients are advised to check NHS Choices to decide which practice best meet their needs. NHS Choices website may be checked at <http://www.nhs.uk/Service-Search/GP/LocationSearch/4>

6. Will I be advised when NHS England has made a decision on the future for health services for me?

We will be writing out to all patients again to advise of the decision made by NHS England.

7. Do I need to do anything now?

No you do not need to do anything apart from letting us know your views. As a registered patient you will automatically remain on the practice registered list until the end of the contract. The next letter sent from NHS England will advise you if you need to take any further action and what that action should be. This does not affect your right to transfer to another practice at any time.

8. 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 surgery with which you would like to register directly and ask them to register you. You can find a surgery near you using the myhealthlondon website at www.myhealth.london.nhs.uk or NHS Choices website at <http://www.nhs.uk/Service-Search/GP/LocationSearch/4> This website also gives further information about practices, like opening hours or patient satisfaction survey results.

When considering whether a practice can register a patient the practice will need to check that you live within their catchment area. They will ask you to complete a registration form, giving details such as your name and address, date of birth, your NHS number (if you know it) and the name and address of your previous GP. Registration with a practice must be done in person and cannot be done by telephone.

A Chinese version of this letter will be available at your GP practice from 2 July 2014.

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