



## **St Paul's Way Medical 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 Paul's Way Medical 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 Paul's Way Medical Centre is MEEBBB Health CIC. The contract with MEEBBB Health CIC expires on 30<sup>th</sup> September 2022, having been extended due to COVID-19 (see question 3 for further details). The contract for St Paul's Way Medical Centre is ending on the same date as a neighbouring practice, St Andrews Health Centre in Bromley-by-Bow. It makes sense for North East London Clinical Commissioning Group (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 Paul's Way and St Andrews Health Centre 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 1<sup>st</sup> 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 the St Paul's Way Medical Centre.

### **3. Delay due to COVID-19**

The existing contract with MEEBBB Health CIC originally expired in March 2021. 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 from St Andrews Health Centre which, from April 2021, would involve St Paul's Way joining onto that new contract.

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 contracts for St Andrews Health Centre and St Paul's Way Medical Centre were extended to 30<sup>th</sup> 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 Paul's Way Medical 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](mailto:nelondon.nel-primarycare@nhs.net) (*please insert St Paul's Way Engagement as your email subject header*)

By post: St Paul's Way Medical Centre Engagement, Primary Care Team, NHS North East London CCG, 4<sup>th</sup> 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 Friday 17<sup>th</sup> 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 Paul's Way Medical Centre could close?**

No. St Paul's Way Medical 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 30<sup>th</sup> September 2022 to the start of the new contract on 1<sup>st</sup> 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

Paul's Way patients will continue to access GP services at St Paul's Way, and existing St Andrews patients will continue to access GP services at St Andrews Practice 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 Andrews Health Centre.

## **8. Do I need to do anything?**

You do not need to do anything. GP services will continue to be provided as normal at St Paul's Way Medical Centre in the period leading up to, during, and after this procurement process. However, you may, if you wish, 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 Paul's Way Medical 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](http://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 Paul's Way Medical Centre falls under the responsibility of NHS North East London CCG.