4th Floor – Unex Tower

5 Station Street

London E15 1DA

31st January 2023

Dear Patient

I am writing to provide you with some information about the GP services at Victoria Medical Centre and to invite you to give your views on how these could be provided in future.

**What is happening at my GP surgery?**

We previously wrote to patients to inform you that temporary arrangements would be put in place to ensure access to GP services following the decision by Dr Nadarajah Niranjan and Dr Gajaen Niranjan to hand back the contract. We are now in a position to seek a new provider for the practice. The current temporary arrangements will remain in place to ensure that services continue uninterrupted. 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 Victoria Medical Centre are currently managed by AT Medics Ltd. In November 2020, AT Medics Ltd were given a contract to run those services on a temporary basis. The new 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.**

We will do this by running a formal selection or ‘procurement’ 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 do not need to do anything. GP services will continue to be provided at Victoria Medical Centre in the period leading up to, during and after this process.

Although it is possible there may be some changes to staff, we expect a number of the current doctors, nurses and receptionists to continue working in the practice.

**Getting involved**

NHS North East London would like to hear from patients to make sure that your views are taken into account in making this important decision about who manages GP services in your surgery.

You can contribute your views in the following ways:

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/victoriamc](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.surveymonkey.co.uk%2Fr%2Fvictoriamc&data=05%7C01%7Csaima.ali3%40nhs.net%7Cd0de474ac330461e08d908daf553b0a5%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638092037029178437%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=KcAq0L3LTMiDrDMVmkzS%2ButlXUXoEwHyMiNZiF34Nxk%3D&reserved=0) until Friday 20th February 2023.

* You can complete a paper copy of the survey. These are available from your GP surgery between those dates.
* 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:

Join a zoom session on 13th February using the link below from 5.30pm to 6.30pm on using the link or the details below <https://us06web.zoom.us/j/88366301087?>

Meeting ID: 883 6630 1087

Passcode: 879004

or

* Attend in person at the practice 10am to 11am on 15th February 2023

Printed copies of responses to frequently asked questions, will be made available for your information on request to the practice and are also available on the website.

**What happens next?**

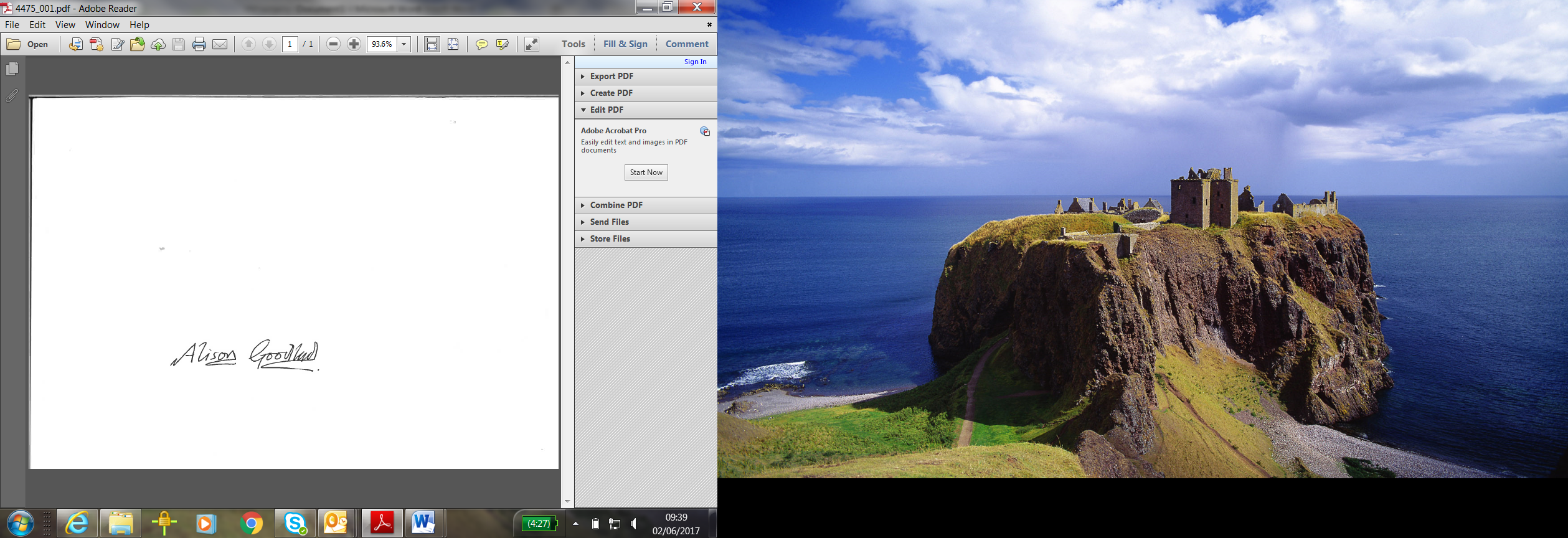
We will share the findings of your completed surveys and our conversations with you and we will let you know the outcome of the selection process in the following ways:

* We will publish information online at Visit [https://northeastlondon.icb.nhs.uk](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnortheastlondon.icb.nhs.uk%2F&data=05%7C01%7Csaima.ali3%40nhs.net%7C1c54aebbfd794a208aa908dace30ac86%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638049006121269562%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=LUEfkiSkUBqUoM6bat9DTlSpwjJd4yl%2FROyCJMqSccM%3D&reserved=0) and search Victoria Medical Centre
* We will write to you again to let you know the outcome of the selection process.

If you have any immediate questions please contact the surgery on 020 8477 8760.

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

Yours sincerely



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