



NHS North Central London
Integrated Care Board
Fourth floor, 250 Euston Road,
London, NW1 2PG
Tel: 0203 965 9658

Email: nlphc.lon-nc-pcc@nhs.net

Dear Patient,

Patient survey: Hanley Primary Care Centre 51 Hanley Road, London, N4 3DU

We are writing to provide you with some information about the GP services at Hanley Primary Care Centre, 51 Hanley Road, London, N4 3DU and to invite you to share your views on how these could be provided in the future.

We apologise that you may have already received a letter from the ICB providing dates of patient forums to be held in July 2023, however due to the reduced timelines for notification to patients, we had to postpone the dates sent you previously. **The new dates for the patient events will be on the 7th and 9th August 2023 held in the practice and the full details are provided below.**

What is happening at my GP surgery?

Since the NHS was founded in 1948, GP surgeries have been independently-run businesses which are contracted by the NHS to provide GP medical services for patients. These businesses can be owned and run by an individual, a company, a partnership or a social enterprise.

The GP services at your surgery are currently run and managed by a provider called AT Medics Limited from the Hanley Primary Care Centre, 51 Hanley Road, London N4 3DU. On 1 August 2016 this provider was awarded the contract to run the services at your surgery. NCL ICB has served notice for the contract to come to end, and a new contract for your GP services will be put in place.

This does not mean that your surgery will close or that you will need to find a new doctor – your GP surgery services will continue uninterrupted.

We will award a new contract by running a formal procurement or ‘tendering’ process. This will result in awarding either a new organisation or the existing organisation the contract to run and manage your surgery for the next five to 15 years. As part of this, we will be asking patients and other stakeholders for their views on the services currently provided.

It is a legal requirement that we run this procurement 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. Your GP services will continue to be provided at Hanley Primary Care Centre 51 Hanley Road, London, N4 3DU in the period leading up to, during and after this process. Although it is possible there may be some changes in staff, we expect the current doctors, nurses, other clinical staff and receptionists to continue working at the surgery.

How can patients get involved?

We would like to engage with patients to make sure that your views are considered in making this important decision about who runs and manages GP services at your surgery.

You can share your views in the following ways:

You can complete an online questionnaire. This will help us to understand what you value about the current service and what you would like to see improved. The questionnaire is completely anonymous and is available at <https://feedback.camdenccg.nhs.uk/north-central-london/gp-services-hanley-primary-care-centre> from Monday 17 July until Wednesday 30 August 2023 or scan the QR code at the top of this letter on your mobile phone.

- If you prefer, you can get a paper copy of the questionnaire from your GP surgery from Wednesday 19 July until Wednesday 30 August 2023.
- If you would like some help to fill out this survey for any reason, please speak to your GP practice reception team or email: nlphc.lon-nc-pcc@nhs.net
- You can attend the following information sessions at your surgery where you can ask questions about the process and share ideas and suggestions to improve it:

1. Where: Hanley Primary Care Centre 51 Hanley Road, London, N4 3DU
When: Monday 7 August 2023 from 6:00 pm
2. When: Hanley Primary Care Centre 51 Hanley Road, London, N4 3DU
When: Wednesday 9 August 2023 from 11 am – 1:00 pm
3. Patient Participation Group (PPG) meeting. Details of the PPG will be published on the practice website on how to access the meeting.

Thank you in advance for taking the time to share your views.

What happens next?

We will let you know the outcome of the procurement process by writing to you once the procurement process has been completed.

If you have any immediate questions, please call us on 0203 965 9658 or email us at: nlphc.lon-nc-pcc@nhs.net

Your faithfully



Vanessa Piper
Assistant Director of Primary Care
NHS North Central London ICB

North Central London ICB Chair: Mike Cooke
North Central London ICB Chief Executive Officer: Frances O'Callaghan

