

## **Expiry of GP contract: The Gore Surgery Questions and Answers**

### **What's happening with my GP practice?**

NHS England is proposing to not renew the contract for services at your GP practice when it expires. If this proposal goes ahead, your GP practice will close and you would need to register with another practice.

### **What's happening with the contract?**

The contract held by South Essex Managed Care (SEMC) Ltd for services at The Gore Surgery is coming to the end of its term and will expire on 28 February 2018.

The practice has a five year time-limited contract to provide primary care services. The contract has been in operation since 2013 and therefore is due to expire on 28 February 2018.

NHS England is proposing to not re-procure this contract when it expires.

### **Why is this happening?**

NHS England and NHS Basildon and Brentwood Clinical Commissioning Group (CCG) have been reviewing the future plans for The Gore Surgery.

NHS England and NHS Basildon and Brentwood CCG are looking to bring together and strengthen GP services in the Basildon area by developing practices that have larger list sizes and long term contracts. There is also a need to ensure that premises are fit for future purpose. This approach will ensure that GP services are more sustainable and offer patients continuity of care in the future.

As there are a number of practices in proximity to The Gore Surgery and the current premises are not fit for future service delivery, we are proposing to not continue with the contract when it expires.

### **Will The Gore Surgery be closing?**

Yes, if the proposal goes ahead. The premises are very small and not fit for the future modern medical services that NHS England would wish to commission.

### **What other options were considered by NHS England and NHS Basildon and Brentwood CCG?**

When a primary care contract expires, it is the responsibility of NHS England to ensure all patients have access to continued medical services. It is our role to review options, alongside NHS Basildon and Brentwood CCG and decide whether the GP practice as a separate entity is needed or, whether there is capacity in the nearby practices to continue caring for patients.

Before making this proposal to not renew the contract, NHS England and NHS Basildon and Brentwood CCG also considered:

- Extending the current contract for a further year;
- Going out to the market to re-procure services; or,
- Transferring the contract to another GP practice in the area.

However, none of these other options were viable, either because they are not in line with procurement law, or they do not fit with NHS England's and NHS Basildon and Brentwood CCG's vision to bring together and strengthen primary care services in the area.

There are practices near to The Gore Surgery who would welcome the opportunity to take on additional patients and have a wealth of experience in delivering medical services. Further information about practices in the Basildon area can be reviewed on NHS Choices or via the National GP Patient Survey ([www.gp-patient.co.uk](http://www.gp-patient.co.uk))

### **Will I have to change GP practice and how do I do this?**

Yes, if this proposal goes ahead, you will have to change GP practice and will need to register with another practice of your choice. You can register with any GP practice as long as you live within the catchment area and they have an open list for new patients. Each GP practice will be able to advise you if your postcode falls within their catchment area.

There may be other GP practices you can register with (if you live within their catchment area) and you can find out more by visiting [www.nhs.uk](http://www.nhs.uk). This website is very useful and provides information on the number of GPs at the practice, what services they offer patients and what people think of those services.

**To confirm, you do not need to take any action at the moment;** NHS England will write to patients again confirming final plans and any action you would need to take.

### **Registering with a new practice**

Once you have chosen a GP practice you will need to register with them. To register you need to call or visit the practice and ask to register with them. You will need to ask for a registration form that will need to be completed and returned. You may be asked to prove your identification and address. Your chosen GP practice will be able to advise you fully on the information they require.

You will need to ensure that all members of your household, including children, are also registered at a new practice.

### **Will I be able to continue to see my usual doctor?**

Your usual doctor is likely to be an employee of SEMC and will not automatically transfer to one of the neighbouring GP practices. It will, however, be the responsibility of the neighbouring practices to ensure that they have the appropriate clinical staff members in place to see and treat any patients who may register with them.

### **Will I still be able to access the same services at one of the new GP practices?**

All neighbouring practices offer a full range of general medical services via a range of staff – for example, GPs, nurses and healthcare assistants. You should see no significant change in the type

of service you are currently offered; it will just be from a different building with different staff members.

### **Will anything else change?**

Depending on which GP practice you decide to register with, there may be some other differences, such as appointment booking systems and surgery times. You can check this when registering with a new practice, or on the NHS Choices website – [www.nhs.uk](http://www.nhs.uk).

### **What happens if I do not register with an alternative GP practice?**

If the proposal goes ahead, we will be asking all patients to register with a new GP practice by a given date. This gives your new GP practice time to contact SEMC with any queries about your care before the contract expires on 28 February 2018. It also gives NHS England the necessary time to ensure all patients have successfully registered with a new GP practice before the practice actually closes.

Any patient who has not registered by the given date will be written to and advised that they have been allocated to a GP practice near to where they live. This is to ensure all patients have continued access to a GP practice. This does not stop any patient changing practice at a later date should they wish – as long as they fall within the practice's catchment area.

### **What happens to my medical record?**

Your medical record is electronic and will be transferred automatically to your new GP practice when you register. Your notes will be requested via the computer system and will arrive at your new practice within a matter of minutes. Any paper notes held by SEMC will also be transferred. This can take a number of weeks but your new GP practice will still be able to see and treat you during this time.

### **What about home GP visits?**

All patients registered with a GP practice are entitled to home visits where it is deemed clinically appropriate by the GP.

### **Can you guarantee that patients in care homes will still have a GP?**

Yes. NHS England will ensure that all registered patients in care homes will continue to have access to a GP.

### **How can I have my say on this proposal?**

There are lots of ways for you to have your say on this proposal and ask any questions. There are two types of events scheduled for patients: drop in sessions and a public meeting.

The **drop in sessions** provide the opportunity for you to speak to an NHS England or NHS Basildon and Brentwood CCG representative on a one-to one basis, hear the plans, ask any

questions you may have or, discuss your concerns. There will be 10 minute slots available by appointment only.

The **public meeting** is an opportunity to hear the plans, ask any questions you may have or discuss your concerns. The venue for this meeting holds a maximum of 100 people and to ensure that fire regulations are not breached, we will not be able to admit more than 100 people to the meeting. You will also need to reserve a place to attend this meeting.

Both the drop in sessions and the open event will share the same information and no decisions will be communicated at either. **We respectfully ask that you do not attend multiple sessions as we would like to speak to as many different people as possible.**

- **27 September 2017, 10.30am-1pm at Basildon United Reform Church, Room 2, 8 Honeypt Lane, Basildon, SS14 2LQ**  
This is a drop in event for individuals. It is not a group meeting and it will provide patients with the opportunity to meet individually with representatives from NHS England and NHS Basildon and Brentwood CCG. Please call 0113 824 9106 or email [england.sweprimarycare@nhs.net](mailto:england.sweprimarycare@nhs.net) to book a slot. There are 45 slots available.
- **4 October 2017, 2.30pm-5pm at Basildon United Reform Church, Room 2, 8 Honeypt Lane, Basildon, SS14 2LQ**  
This is a drop in event for individuals. It is not a group meeting and it will provide patients with the opportunity to meet individually with representatives from NHS England and NHS Basildon and Brentwood CCG. Please call 0113 824 9106 or email [england.sweprimarycare@nhs.net](mailto:england.sweprimarycare@nhs.net) to book a slot. There are 45 slots available.
- **10 October 2017, 7pm-9pm at The George Hurd Centre, 22 Audley Way, Basildon, SS14 2AB**  
The public meeting will be held at 7pm on Tuesday 10 October. Book a place and come along to share your views with representatives from NHS England and NHS Basildon and Brentwood CCG. Please visit [www.goo.gl/NYo3UF](http://www.goo.gl/NYo3UF) or call 0113 824 9106 to register for this event.

### **Who should I contact for further support?**

If you would like to speak to someone about the expiry of the contract or registering elsewhere please contact:

- Healthwatch Essex on 0300 500 1895 or email [info@healthwatchessex.org.uk](mailto:info@healthwatchessex.org.uk)
- NHS England on 0113 824 9106 or email [england.sweprimarycare@nhs.net](mailto:england.sweprimarycare@nhs.net)