



Dear Patient,

Patient survey: Northern Medical Centre, Holloway Community Health Centre, 11 Hornsey Street, London, N7 8GG

We would like you to share your views on how the services at your practice can be provided to inform future changes. We have also noticed a decline in the number of patients registered with the practice, therefore we would like to understand this reduction.

What is happening at my GP surgery?

The GP services at your surgery are currently run and managed by a provider called The Islington GP Group Ltd. The ICB in January 2023, awarded this provider a contract on a temporary basis until a procurement process could commence to identify and select a new longer-term provider for the practice.

A procurement or 'tendering' process will result in awarding a new contract to an organisation to run and manage your surgery for the next five to 15 years. As part of this process, 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?

This process 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.

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, you can share your views in the following ways:

You can complete an online questionnaire which is completely anonymous and is available at <https://feedback.northcentrallondon.icb.nhs.uk/primary-care/northern-mc-patient-survey> from 13 November 2024 until 31 December 2024 or scan the QR code at the top of this letter on your mobile phone.

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

- If you prefer, you can get a paper copy of the questionnaire from your GP surgery from 13 November 2024 to 31 December 2024.
- If you would like some help to fill out this survey for any reason, please speak to your GP practice reception team or email: nclpcb.nclprimarycare@nhs.net
- You can attend one of the following information sessions at your surgery where you can ask questions about the process and share ideas and suggestions to improve it:

Where: Northern Medical Centre, Holloway Community Health Centre, 11 Hornsey Street, London, N7 8GG

When: Friday 22 November 2024, 1.00 – 2.00pm, Patient Participation Group
Monday 16 December 2024, 11.30pm - 12:30pm or 5:30pm - 6:30pm

The details of the Patient Participation Group on 22 November, and how to access the meeting will be published on the practice website.

What happens next?

Thank you in advance for taking the time to share your views. We will let you know the outcome of the procurement once the process has been completed.

If you have any immediate questions, please call us on 0203 965 9658 or email us at: nclpcb.nclprimarycare@nhs.net

Your faithfully



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