**Change of provider for Shakespeare Medical Practice, Burmantofts Health Centre**

**Frequently Asked Questions**

**Who runs the practice now and why are they changing provider?**

One Medicare previously delivered GP services in Shakespeare Medical Practice. The practice is part of the Burmantofts, Harehills and Richmond Hill Primary Care Network (PCN) – a group of practices that work together across their local area.

The contract for general practice medical services ended on 31 March 2024. The ICB in Leeds completed a procurement exercise because the contract was ending. It was not possible to extend the contract without this exercise.

Chilvers & McCrea Limited have taken over the care of patients at the practice from 1 April 2024. The ICB in Leeds, the previous provider One Medicare, and new provider Chilvers & McCrea have worked together to support this change.

**Why are Chilvers & McCrea the new provider?**

The old contract for the Shakespeare Medical Practice registered population ended on 31 March 2024. During February and October 2023, the ICB in Leeds carried out a procurement exercise to pick another suitable provider.

A procurement process invites potential providers to bid for a contract. As part of this, patient feedback about what matters to them is included in the process. The bids received were evaluated by a panel of people who are knowledgeable about the areas they work in (called ‘subject matter experts’).

Following this procurement, Chilvers & McCrea were given the new contract. They currently provide and hold GP contracts for two other GP Practices in Leeds. The new contract started on 1 April 2024.

All procurements are required to follow local and national plans, as well as following procurement law. This helps to support the delivery of General Practice services.

**What do I need to do if I am a patient at Shakespeare Medical Practice?**

You do not need to take any action at all.

Your records have been safely and securely transferred electronically to the new provider and your care will be delivered at the same location.

Please be kind and respectful to all practice staff who are trying to help you in person or by phone. They are doing a fantastic job in difficult circumstances and working hard to ensure a smooth changeover.

**Do I need to change doctors?**

No. You and your medical records have automatically transferred to the new provider. Patients who want to change GP surgery can do so if they wish. However, we are asking patients to not change your GP at the moment (unless you are moving out of the area) while we are in this transition period.

**How will the practice let us know about any changes?**

Information on the change in provider is available on the new website ([www.leedsdoctors.co.uk](http://www.leedsdoctors.co.uk))

Posters detailing the change will also be in place within the practice.

The new providers will be holding an open day for patients in the coming weeks to introduce themselves and will be in touch with patients via their website and text messages to let you know when this open day will be.

**Will I need to visit another practice for my appointments?**

No. You will continue to visit the same location, Burmantofts Health Centre, for your appointments.

**Will the way I make my appointments change now the new provider has taken over?**

You can continue to make appointments through the practice telephone number and the NHS App.

Any future changes to the way that you make appointments will be shared with you in the practice and via the website at [www.leedsdoctors.co.uk](http://www.leedsdoctors.co.uk). If these changes are thought to be important this information will be shared with you before any changes take place.

**How will the new provider know about my medical history?**

All your current medical information has been securely transferred across to the new provider to ensure care continues. It’s just like when you see a different doctor at your current practice, they have access to your notes and history.

**How will staff at the practice be affected?**

Staff transferred to the new provider on 1 April 2024. Both providers are committed to supporting staff through the transition. Our workforce is our greatest asset, and we are doing everything we can to support them through this period of change.

**How many GPs will there be and what hours will they work?**

Clinician appointments will continue to be available 8am - 6.30pm, Monday to Friday. Details of exactly which staff will be available and when will be shared by the new provider through the staffing page on their website.

**What is a Patient Participation Group?**

A Patient Participation Group (PPG) is a group usually made up of patients and GP practice staff who work together to improve the experience of people registered at their practice.

The PPG works together with the practice to represent the patient’s voice in decision making, ensuring that all communities served by the practice are represented. PPGs can be involved in a wide range of ways across the practice. Please contact us at the practice to find out more about joining the group.

Find out more about PPGs on the Leeds Health and Care Partnership website: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/>