Suites 2 – 4, WIRA House

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**Proud to be part of West Yorkshire Health and Care Partnership**

WIRA Business Park

Leeds

LS16 6EB

Tel: 0113 221 7777

Email: [wyicb-leeds.commsinvolve@nhs.net](mailto:wyicb-leeds.commsinvolve@nhs.net)

Visit: leedshcp.co.uk

[westyorkshire.icb.nhs.uk](http://www.westyorkshire.icb.nhs.uk)

Date: 1 May 2024

Dear Householder

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

## Background

The current contract for Shakespeare Medical Practice ended on 31 March 2024. Up until this date, the provider was the One Medical Group organisation.

When a contract is coming to an end, if a service is going to carry on, we need to sign a new contract with either the current provider, or new provider of the service. We call this a ‘procurement’ and it means that organisations who might want to deliver the service have the chance to ‘bid’ to take on the new contract.

We are the Leeds office of the NHS West Yorkshire Integrated Care Board (ICB in Leeds) and we are the organisation that plans and pays for a lot of the health and care services in Leeds. We carried out this procurement activity between February and October 2023. A procurement gives us the opportunity to look at a lot of information, including feedback from patients, to ensure that whoever signs the new contract is the best placed to deliver the service that people need.

As a result, from 1 April 2024, the new provider for Shakespeare Medical Practice is Chilvers & McCrea. They have experience of delivering local primary care services, and they currently run two other GP practices in Leeds.

The ICB in Leeds have been supporting both the old and new provider to make sure there are no interruptions to staff and patients as a result of this change.

## What does this mean for patients?

There will not be many changes for patients.

You will continue to visit the same location at Burmantofts Health Centre for your appointments. Staff will transfer to the new provider and continue to provide care for you. Both providers are committed to supporting staff throughout the transition.

The new providers, Chilvers & McCrea, are committed to building on the great care that you already receive from the team at Shakespeare Medical Practice.

## Patient Participation Group

One of their main priorities during their first month of contract is to set up a Patient Participation Group (PPG). This is a group of volunteer patients who work with the practice to represent the views of patients registered at the practice. A PPG helps with ongoing development and improvements at the practice. They do this by providing the practice team with patient views on services and act as a ‘sounding board’ for any new services they wish to bring to the practice.

If you are interested in joining the practice PPG, please visit <https://leedsdoctors.co.uk/patient-reference-group/>

## Website

The practice website will have up to date information about the changes, which will also be displayed in the practice. Any changes or updates that directly affect patients will be sent by letter and / or text message from the new provider.

The new website for you is: [www.leedsdoctors.co.uk](http://www.leedsdoctors.co.uk)

We have put together a ‘Frequently Asked Questions’ section. We hope this will explain the reasons behind these changes and reassure you that your care and treatment will not be affected.

## Get in touch

The ICB in Leeds is committed to keeping everyone informed and should you have any queries about this change, please do not hesitate to contact us via the [wyicb-leeds.commsinvolve@nhs.net](mailto:wyicb-leeds.commsinvolve@nhs.net) or call 0113 221 7777 (reception).

If you have questions for the practice, please contact them directly on [shakespeare.reception@nhs.net](mailto:shakespeare.reception@nhs.net) or call 0113 295 1132.