

February 2025

Dear registered patient,

Change of Provider of Services - Victoria and Five Elms Medical Centre

We are writing to you as you are a registered patient at Victoria and Five Elms Medical Centre in Barking and Dagenham.

East London NHS Foundation Trust (ELFT) is the current provider of your surgery services. Following a detailed review, ELFT has decided to realign its primary care portfolio to better serve patients and communities, while focusing on areas where they can have the greatest impact.

They have therefore, decided to withdraw from the GP contracts they hold in outer North East London, including the contract for Victoria and Five Elms Medical Centre, with effect from 30 September 2025.

This does not mean that your practice will close or that you will need to find a new doctor. NHS North East London will make sure that your GP services continue uninterrupted.

We will now be undertaking a procurement process to secure new providers. We expect patients to continue to see the same care teams as the expectations is that staff will transfer alongside the services and patients should not see any interruption in the services during this period.

We will write to you when the procurement commences, as we will be seeking your input to inform us of your expectations from the service, under the new provider. We will engage with your Patient Participation Group to ensure patients views and experiences are represented in this process.

We will do this by running a formal selection or 'tendering' process, which will result in awarding either a new organisation or the existing organisation with a contract to manage your surgery for the next five to 15 years. As part of this, we will be asking patients for their views on the services currently provided.

It is a legal requirement that we run this selection 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.

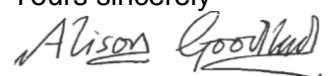
What does this mean for patients?

You do not need to do anything. GP services will continue to be provided at both Victoria and Five Elms Medical Centre in the period leading up to, during and after this process.

Although it is possible there may be some changes to staff, we expect a number of the current doctors, nurses and receptionists to continue working in the practice.

We will write to you when the procurement commences, as we will be seeking your input to inform us of your expectations from the service, under the new provider.

Yours sincerely

A handwritten signature in black ink that reads "Alison Goodlad". The signature is written in a cursive style with a horizontal line underneath the name.

Alison Goodlad
Deputy Director of Primary Care Commissioning
NHS North East London