

01/08/2025

Dear Registered Patient,

Important information – Upcoming changes related to your service provider at Victoria and Five Elms Medical Centre.

We wrote to you in January informing you of the upcoming change of provider to your GP services at **Victoria and Five Elms Medical Centre**.

As of 30 September 2025, East London NHS Foundation Trust (ELFT) will no longer hold the contract for Victoria and Five Elms Medical Centre. A temporary provider will be put in place to provide the same services as your current GP and we expect you to continue to see the same care teams, as staff working at the practice should transfer with the services. This means that as a registered patient you should not see any interruption in the services provided.

Victoria and Five Elms Medical Centre will remain open and will continue to provide your local GP services. There are no plans to close the practice, and you do not need to find a new doctor. NHS North East London is working to make sure that your GP services continue uninterrupted.

We are currently undertaking a procurement process for a new provider to hold the contract for Victoria and Five Elms Medical Centre. We will write to you when the procurement commences, as we will ask for your input on your expectations from the service, under the new provider. We will work with your Patient Participation Group to capture patients views and experiences to inform this process.

The procurement includes 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 ask you for your views on the services currently provided.


It is a legal requirement that we run this selection process in a fair and transparent way, and 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 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.

If you have questions about the changes, you can speak to staff at the practice.

Yours sincerely



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