

North Central London

Integrated Care Board

North Central London
Primary Care Contracting Team

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northcentrallondon.icb.nhs.uk



July 2024

Dear Patient

Patient survey: Ordnance Unity Centre For Health, 645 Hertford Road, Enfield EN3 6ND

We would like to hear your views on the services provided by your GP practice:
Ordnance Unity Centre For Health.

Your GP practice is run by Evergreen Surgery Limited, and they have a contract to provide services for all registered patients. The contract is at a review point which gives us (NHS North Central London Integrated Care Board) an opportunity to hear from patients to understand what is working well and where improvements could be made in the future.

This contract review does not mean your GP practice will close or that you need to find a new doctor – your GP practice services will continue as usual.

We have developed a short survey which is being sent to every patient aged 16 years and over at your practice.

The survey can be completed online at this link from **9 July 2024**:

<https://feedback.northcentrallondon.icb.nhs.uk/primary-care/ouch-patient-survey> or you can use your mobile phone to scan the QR code at the top of this letter.

If you would like some help to fill out this survey for any reason, please speak to your GP practice reception team or email nlphc.lon-nc-pcc@nhs.net. Alternatively, paper versions of this survey are also available at your practice if you would prefer to complete it in this way.

The survey closes on **18 August 2024** and is completely anonymous.

Other information:

- Your feedback will be used by NHS North Central London Integrated Care Board (NCL ICB) to inform the process to improve services at your practice in the future. All responses to the survey will be anonymous.
- NCL ICB is responsible for commissioning general practice services in North Central London (covering the boroughs of Barnet, Camden, Enfield, Haringey,

and Islington). Our priority is to ensure that we commission high quality, safe, and accessible services for local people.

- More information about NCL ICB can be found here: nclhealthandcare.org.uk

Yours sincerely



Vanessa Piper
Assistant Director for Primary Care Contracting
NHS North Central London Integrated Care Board