Helping NHS West Yorkshire Integrated Care Board (WYICB) to plan the future of GP services - FAQs

What is happening and why?
NHS West Yorkshire Integrated Care Board (WYICB) is asking for the views of patients who are registered with The Nook Surgery to help with their decision making around the future of GP services.

The GP services for these patients are currently provided by an independent GP provider. This contract to provide these will come to an end in March 2027.

The WYICB is asking patients for their views through an anonymous survey, available online and in paper format. They will also be holding two online meetings where patients can share their views and fill in the survey.

Timeline

Why hasn't this happened sooner?
The WYICB is following the guidance set by NHS England which advises the timeline for managing contracts coming to an end. This activity is in line with the recommended timeline.

When will a decision be made?
The WYICB will submit the findings of the engagement to the WYICB's Kirklees Primary Care Operational Group part 2 in March 2026 with a proposal for next steps. It is expected that if any new arrangements are agreed to be put in place, they will start from 1 April 2027.

Audience

How many patients does this involve?
3,341 patients are registered with The Nook Surgery.

Why haven't patients at other practices been asked for their views?
Is the survey/ online event only for patients who access care at The Nook Surgery?
The questions in the survey are all based around the services provided at The Nook Surgery.

There is an option on the survey to say whether you are, or are not, a patient registered with The Nook Surgery. The survey is anonymous.

Contracting and finance

Why can't the WYICB just continue the arrangement with the current provider of GP services at The Nook Surgery?
An independent GP provider was awarded a contract to provide GP services for five years from 1 April 2022 to 31 March 2027 at The Nook Surgery.

This contract will end on 31 March 2027.

The WYICB is following NHS England guidelines for managing contracts coming to an end.

Registering with a GP practice

Does this mean patients will have to change their GP practice?
GP services will continue to be provided at The Nook Surgery until at least 31 March 2027.

Patients always have a choice and can choose to register with any GP practice which covers their address and has a place available. You can find details about GP practices closest to where you live and who cover your address through the NHS website. If you want to change your GP, contact the surgery you want to join and ask them to register you as a patient.

Communication

How is the WYICB communicating this information?

- Patients

All households registered with The Nook Surgery have either been sent a text message or letter informing them of the engagement. They have been invited to take part in the survey before Friday,13 February 2026. The WYICB will contact these patients again in late 2026 to inform them of the outcome of the decision and any next steps that need to be taken.

- Practice staff with The Nook Surgery

The WYICB is working closely with senior practice staff at The Nook Surgery, who are aware that the WYICB is following NHS England guidelines with this engagement exercise and decision-making process.

- Local health providers e.g other GP practices in the area

A briefing about the WYICB's engagement activity and timeline has been shared with GP practices and pharmacists in a three-mile radius of The Nook Surgery.

- Health partners e.g Healthwatch Kirklees

A briefing about the WYICB's engagement activity and timeline has been shared with Healthwatch.

West Yorkshire Integrated Care Board

What is NHS West Yorkshire Integrated Care Board?

We commission (plan and buy) local healthcare services, including GP services, on behalf of people who live in West Yorkshire, including Kirklees.

Contact

Who can I talk to about this?
If you have any concerns or further questions, please get in touch with the WYICB's Patient Advice and Liaison Service (PALS). You can contact them on:

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Email - wyicb.pals@nhs.net

Phone - 01924 552150