

Frequently Asked Questions

Below are the questions that ChilversMcCrea most often faces:

1 As a private provider aren't you making profit out of patient care?

It is sometimes forgotten that the vast majority of GPs are also independent businesses who operate within the NHS. That's what ChilversMcCrea does. It offers patients high-quality and free care, paid for by the NHS. As a member of the NHS ChilversMcCrea staff are eligible for NHS pensions. The evidence shows that patients are less concerned about who provides the care as long as it is free to them when they need it and of high-quality. An ICM poll showed that 86 per cent of patients agreed that it shouldn't matter whether hospitals or surgeries are run by the Government, not-for-profit organisations or the private sector, provided that everyone including the least well off has access to care.

"This is about locating the providers who can offer the best possible care to patients, in accordance with local need – whether they are a social enterprise, an existing GMS or PMS practice, or from the voluntary or independent sector"

Alan Johnson, Health Secretary,
5 March 2008

2 Do patients have to pay to be treated?

No patient will have to pay to visit a ChilversMcCrea practice. ChilversMcCrea believe in the values of the NHS of high quality care free at the point of delivery – these principles are enshrined in all our practices.

3 Aren't some of your practices poorly performing?

Sometimes it looks like ChilversMcCrea practices perform poorly compared to the local averages. But this is because turning around underperforming practices takes considerable time and effort. Often large scale changes are needed. For example in one practice there was no patient record filing system – in paper or electronic form – whatsoever. Such major improvements can take years to implement. ChilversMcCrea is committed to making sure that all its practices improve to a high level no matter how low their starting position.