

**TELFORD & WREKIN COUNCIL HEALTH OVERVIEW AND SCRUTINY
COMMITTEE**

DATE: 22nd March 2016

REPORT TITLE:

Proposed Changes to the Malling Telford and Malling Wrekin Alternative Provider Medical Services Contracts

REPORT OF:

Nicky Wilde – Deputy Executive Primary Care Commissioning and Planning, Telford and Wrekin Clinical Commissioning Group

Tracey Jones – Deputy Executive Quality and Engagement, Telford and Wrekin Clinical Commissioning Group

1.0 PURPOSE

In April 2015, NHS England awarded Telford and Wrekin Clinical Commissioning Group (CCG) delegated commissioning for some Primary Care Services. This delegation included the responsibility for commissioning services from GP Practices in Telford and Wrekin. Included within this responsibility were the Commissioning of 2 Alternative Provider Medical Services (APMS) Contracts. At the time these contracts were transferred to the CCG, they were due for renewal. To allow appropriate consideration to inform a decision around contract renewal, the CCG agreed to extend the Telford contract for one year to 22nd July 2016 and the Wrekin Contract for 2 years to 22nd July 2017.

The purpose of this paper is to advise the Telford and Wrekin Health Overview and Scrutiny Committee of proposals to make amendments to the Malling Telford and Malling Wrekin Alternative Provider Medical Services (APMS) Contracts.

2.0 RECOMMENDATIONS

Telford and Wrekin Health Overview and Scrutiny Committee are asked to consider the proposed changes and to support the:-

- Movement of all walk in activity from the Malling Telford Contract to the Malling Wrekin Contract with immediate effect
- Closure of the Malling Health Telford Contract on 31st July 2016 by mutually agreed contract termination
- Dispersal of the registered patient list at Malling Health Telford to other practices within the CCG
- Extend the Malling Wrekin Contract to July 2017, whilst consultation with the public on the future of the Registered Patient List and Walk In elements of the Contract takes place.
- Note the extended opening hours of Malling Wrekin from 8.00am – 8.00pm Monday to Friday to 8.00am – 10.00pm Monday to Friday

3.0 BACKGROUND

In 2009 Malling Health were awarded two contracts by the Telford and Wrekin Primary Care Trust under the Equitable Access in Primary Care (EAPC) programme. Each of these contracts was commissioned to provide GP services to both registered and walk-in patients across Telford and Wrekin. Nationally the walk-in centres were developed to allow patients to access urgent care from a GP or a nurse with no need to register or to pre-book an appointment. The centres were to be open for longer hours than the typical GP practice including later into the evening and at weekends. The walk in element of the contracts was aimed at:

- Improving patient access to Primary Care
- Modernising the NHS to be more responsive to patients' busy lifestyles and
- Offering more patient choice.

The contracts were awarded as Alternative Provider Medical Services (APMS) Contracts, which are slightly different to the standard General Medical Services contract which the majority of GP Practices work to.

Telford and Wrekin CCG has 2 APMS contracts: Malling Health Telford, which is delivered from a site at the Town Centre and Malling Health Wrekin which is delivered from a site at the Princess Royal Hospital. Both of these contracts provide walk in capacity for all patients across the CCG to receive primary care treatment. The CCG is not able to split the 2 separate elements within the contracts i.e. registered list and walk in.

4.0 CASE FOR CHANGE

The CCG has now had an opportunity to review the Malling Telford contract and the main findings of concern are:

- The registered patient list at Malling Telford is just under 3,000 patients and has remained consistent with limited availability to increase, therefore the future sustainability of this practice is uncertain
- The Walk in capacity at Malling Telford is under-utilised. The capacity that is utilised has a high percentage of Malling's own registered patients; a capacity that should be delivered as part of the registered list element of the contract.
- The number of referrals from the Malling Telford Practice into the Acute Trust is above the CCG average
- The Telford practice is located in a retail unit above shops in the town shopping centre. The conditions are cramped and there is limited consulting space with only 2 rooms available for GP consultations, 1 nurse treatment room and 1 Health Care Assistant room. This is not deemed to be fit for purpose to provide Primary Care at Scale in line with the Five Year Forward View.

The CCG has now had an opportunity to review the Malling Wrekin Contract and the main findings of concern are:

- The registered list at Malling Wrekin is circa 7,500 patients and has opportunities to increase this list size

- The Walk in capacity at Malling Wrekin is under-utilised, and similar to that of Malling Telford is currently utilised mainly by their registered patients.
- The number of referrals from the Malling Wrekin Practice into the Acute Trust is above the CCG average and is the highest user of acute services in the CCG.
- The Wrekin contract is delivered from a temporary, modular building and consists of 4 consulting rooms and 2 nurse treatment rooms. It is housed on the Princess Royal Hospital site on a temporary planning permission arrangement. The premises are not deemed to be fit for purpose to provide Primary Care at Scale in line with the Five Year Forward View.
- The CCG has identified that instead of diverting patients away from A&E, the reverse has happened and if patients are not able to have immediate access to an appointment, they go across to A&E. Therefore consideration is needed to the future position of any future registered practice list.

Other considerations:

- Whilst the CCG welcomes the extended opening hours, across the weekend, into the evenings and on bank holidays, it is important that this accessibility is available for all patients in Telford and Wrekin. The CCG is concerned that there may be a wider gap opening in inequality of access for patients in Telford and Wrekin. This is due to the high percentage of the walk-in appointments being used for the registered patients of Malling Health and not for the wider population.
- The second highest users of the walk in service (after Malling registered patients) are patients who are “out of area”. The CCG will need to do some further research to understand this patient group i.e. if they are visitors to the area or live in the area with no registered GP. However it is important that this patient group (those without a registered GP or visiting from out of the area) are able to access primary care treatment when needed and this will be further considered by the CCG during an engagement process.
- It has also been found that approximately 40% of the walk-in activity is delivered at weekends, when the majority of other GP practices in Telford and Wrekin are closed. Again this needs to be considered by engaging with patient groups.

5.0 ASSESSMENT OF PATIENT NEED

As outline above, consideration needs to be given to ensure that the CCG assesses the need of patients.

- The data for the walk-in patients has identified that over 30% of the walk in activity is being delivered for the registered patients of Malling Health. It has been established that the registered list size for Malling is about 5.5% of the total CCG population; therefore the ‘home’ walk in activity is considered to be a very high percentage, which needs to be investigated and understood.
- The CCG should consider the “out of area” users in any decision making and consultation process to identify if these patients live in the area and are not registered with a local GP or if they are visitors to the area. The CCG will need to ensure that the “out of area” patients still have access to services.

- The registered population at the Telford site is very small and although the CCG will need to fully understand where these patients live, it is anticipated that there is capacity in other local CCG practices to allow for these patients a choice of alternative practices to register.

6.0 WHAT SERVICES ARE REQUIRED?

- There is a need to ensure that the CCG commissions enough GMS capacity in Primary Care for its registered population.
- Further consideration is needed to identify the future walk-in demand over and above that which is currently available in Primary Care by the other GP Practices in Telford and Wrekin. Engagement with Out of Area patients would also be required to identify this need.
- Approximately 40% of the activity is currently being delivered at weekends and the CCG needs to engage with patients to identify if a service which specifically covers weekend and bank holiday is required which may result in a more effective service being delivered.

7.0 CAN BETTER INTEGRATION BE DELIVERED?

- The CCG has identified that further work is required across all practices to ensure that there is enough capacity to meet the demand of registered patients. As described above, the CCG should give further consideration to how any walk-in activity is commissioned as part of wider work programmes.

8.0 PROPOSAL

8.1 Malling Health Telford

The above issues have been discussed with Malling Health and it has been mutually agreed to terminate the Malling Telford contract as per section 52 of the APMS contract with effect from 31st July 2016:

- Malling would be required to work with the CCG in engaging with the registered patient list regarding the closure.
- Registered patients would be given the opportunity to register at any of the other 17 Practices in Telford and Wrekin.
- Patients, who have not re-registered with another practice by the end of July, will be allocated to their nearest GP Practice.
- With immediate effect, the opening hours of the Telford site would reduce to core GMS plus Saturday morning opening. Walk in activity would move to the Malling Wrekin site and this will be communicated to Patients immediately
- The practice list would close to new registrations

8.2 Malling Health Wrekin

The proposal for Malling Health Wrekin is to:-

- Extend the contract to allow for a period of engagement on the future of the walk in services in Telford and Wrekin.
- Extend the current opening hours from:
 - 08:00-20:00 7 days a week, 365 days a year to
 - 08:00-22:00 7 days a week, 365 days a year.
- Ensure that the practice manages their registered patient appointments to enable more equitable access to walk-in appointments for use patients across Telford and Wrekin by:
 - Working with the CCG and the A&E Department at the Princess Royal Hospital to enable the streaming of suitable patients to be diverted away from A&E
 - Ensuring that staffing levels are appropriate to meet the demand of both registered and walk-in patients throughout 7 days avoiding unnecessary delay in patient waiting times.
- Reduce the availability of registered patient appointments at peak times, i.e. after 8pm Monday to Friday, Saturday mornings after 12pm and Sundays to allow these appointments to be utilised for walk in patients.

9.0 Consultation plan

Malling have by mutual agreement terminated the contract for Telford town centre Site. The CCG will work in partnership with Malling on an information campaign that informs the registered patient list and wider public that this is to happen by 31st July. This work will include the dispersal of the current patient list at this site

In regard to the future of services delivered at the Wrekin Site (located in grounds of Princess Royal Hospital), a period of initial engagement with patients attending this and the town centre is taking place. A verbal update and paper will be shared with HOSC at the meeting due to the timings of this work which completes on the 18th March.

The results of this direct patient engagement will be considered and used to inform, alongside the case change analysis shared in this document, the options that the CCG will then consult with the public on from 4th April to 10th June. The consultation document will be widely shared and promoted through press, social media, CCG membership schemes and Healthwatch. Appendix A provides the details of with whom and how the consultation document including options will be shared. The CCG are happy to arrange a face to face briefing for councilors whose wards host these services if they feel this would be beneficial in addition to the consultation briefing document that will be shared.

HOSC are asked to note there will be face to face discussions with those more likely to be impacted upon by any changes, i.e. current service users and members of the community who are known to be disadvantaged in accessing healthcare. The outcome of the consultation options and feedback received will be analysed and shared with Commissioners for formal consideration and response. Approval of the preferred option to be procured will be undertaken at the CCG Governance Board to be held July 12th.

Report prepared by:

**Nicky Wilde – Deputy Executive Primary Care Commissioning and Planning,
Telford and Wrekin Clinical Commissioning Group**

**Tracey Jones – Deputy Executive Quality and Engagement, Telford and Wrekin
Clinical Commissioning Group**

Appendix A

Malling GP and Walk In Future Proposals Tactical Communications and Consultation Plan V1 11/03/2016

STAKEHOLDER	WHO	HOW	WHEN	ADDITIONAL INFORMATION	STATUS
HOSC Telford and Wrekin: Contacts Fiona Bottrill /Andy Burford	Nicky Wilde/Tracey Jones	Initial and follow up discussion Verbal update/Paper March	Nov 2015 Feb 2016 22 nd March 2016		
Healthwatch Telford and Wrekin: David Bell/ Jane Chaplin/Kate Ballinger	Tracey Jones/Mike Innes	Initial Discussions Verbal update at Chair to Chair Info for newsletter in Engagement period and signposting to CCG Engagement document	Nov2015 Jan 2016 March 2016 April	Distribution of information through networks/ at events/in newsletters etc.	
Key Patient Groups : Health Roundtable (T&W) Carers Patients who have used the services recently Equalities groups: <ul style="list-style-type: none"> • BME • Disability (incl. mental health and learning) • Age (young people and older people) • Parents of children 0-3 years • Homeless 	Tracey Jones Engagement and Comms Team supported by Primary care Commissioning team Including use of voluntary	Pre Consultation work Patients currently using the services at town centre and Wrekin sites For all groups: Attendance by team at protected characteristic group meetings Face to face consultation at Malling Sites Press releases in local media to signpost consultation document and survey Survey will contain consultation options Info for newsletters	7 th to 18 th March 4 th April to 10 st June 10 weeks Malling to confirm commencement date	Seek patient view to compliment case for change analysis Patients who will be impacted upon by the GP elements of the contract with Malling will be communicated to directly and there will be	

<ul style="list-style-type: none"> Hearing impairment Rural isolation Transgender LGBT Travellers 	organisations to reach into communities		of this information giving exercise	posters in Town centre advising of closure and relocation of walk in element)	
CCG staff <ul style="list-style-type: none"> Telford and Wrekin 	Tamsin Parker	Staff Briefing Telnet/Newsflash/Website	4 th April to 10 th June		
GP membership/practice managers <ul style="list-style-type: none"> Telford and Wrekin 	Tamsin Parker/Tracey Jones Nicky Wilde	Newsflash/AO briefing/GP newsletter/ via governing body meetings Verbal/Attendance at meetings Practice managers' meetings/GP forum/PLT sessions/ Via governing body meetings	4 th April to 10 th June 4 th April to 10 th June (T&W CCG Practice Forum meeting 19 th April)		
MPs Telford and Wrekin MPs <ul style="list-style-type: none"> Mark Pritchard Lucy Allen 	David Evans	For all: Verbal update as part of regular AO briefings with MPs	April TBC		
Malling Health	Nicky Wilde/Amanda Alamnanos	Malling Health has been engaged and has participated in the discussions that have informed this work.	Commenced in September 2015 and Ongoing		
Shropdoc <ul style="list-style-type: none"> Ian Winstanley (CEO) Clinicians Staff 	Comms and Engagement Team	Written briefing detailing case for change , opportunity to feedback and link to consultation documents	Week commencing 4 th April		

Care co-ordination Centre	Comms and Engagement team	Written briefing detailing case for change , opportunity to feedback and link to consultation documents	Week commencing 4th April		
SaTH <ul style="list-style-type: none"> • Simon Wright (CEO) • Clinicians • Staff 	Comms and Engagement Team	Written briefing detailing case for change , opportunity to feedback and link to consultation documents	Week commencing 4th April	CCG currently working with SaTH to develop streaming between Malling and ED to assist pressures	
Vocare 111 provider	Comms and Engagement Team	Written briefing detailing case for change , opportunity to feedback and link to consultation documents	Week commencing 4th April	CCG Commissioners to ensure update of Directory of Services to reflect changes re town centre	
Shropcom <ul style="list-style-type: none"> • Jan Ditheridge (CEO) • Clinicians • Staff 	Comms and Engagement Team	Written briefing detailing case for change , opportunity to feedback and link to consultation documents	Week commencing 4th April		
SSSFT <ul style="list-style-type: none"> • Neil Carr (CEO) • Clinicians • Staff 	Comms and Engagement Team	Written briefing detailing case for change , opportunity to feedback and link to consultation documents	Week commencing 4th April		
Wider Provider stakeholders MSL / WMAS	Comms and Engagement Team	Written briefing detailing case for change , opportunity to feedback and link to consultation documents	Week commencing 4th April		
SPIC/Residential/nursing home staff Via Nicky Jacques at SPIC	Via Nicky Jacques at SPIC	Written briefing detailing case for change , opportunity to feedback and link to consultation documents	Week commencing 4th April	Nicky Jacques <njacques@spic.co.uk>	
Health and Wellbeing Board Richard Overton (Chair Telford and Wrekin)	David Evans	Verbal briefing – same as MPs.	As required.		

Social Care Commissioners Social Care Providers	Comms and Engagement Team	Written briefing to individuals detailing case for change , opportunity to feedback and link to consultation documents	Week commencing 4 th April		
Local Parish and Town Councillors	Comms and Engagement Team	Written briefing to individuals detailing case for change , opportunity to feedback and link to consultation documents	Week commencing 4 th April	The CCG Commissioner lead Nicky Wilde will meet to verbally brief councillors on case for change in areas where Malling currently is situated if requested.	
LMC/ LPC/LOC/LDC	Comms and Engagement Team	Written briefing detailing case for change , opportunity to feedback and link to consultation documents	Week commencing 4 th April		
Voluntary sector: <ul style="list-style-type: none"> • CVS • TACT • STAY and KIP 	Sharon Smith	Written briefing detailing case for change , opportunity to feedback and link to consultation documents Face to face Consultation meetings	For all: April 4 th to 10 th June	TACT, Stay and KIP are groups that the CCG will target as members of these groups use the drop in element of the contract as a means of accessing healthcare, therefore their views will be proactively sought.	
Media – all local media across Shropshire, Telford and Wrekin	Richard Caddy	Press releases Paid advertisement highlighting changes to town centre and consultation document			