

TELFORD & WREKIN COUNCIL HEALTH OVERVIEW AND SCRUTINY COMMITTEE

DATE:

6th December 2016

REPORT TITLE:

Update on the IMH Malling Health GP Contracts and the future provision of walk-in GP Services in Telford and Wrekin CCG

REPORT OF:

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1.0 PURPOSE

In March 2016, Health Overview and Scrutiny Committee received a report on the future of GP service provision at IMH Malling Health Telford and IMH Malling Health Wrekin. The purpose of this paper is to:-

- Provide Health Overview and Scrutiny Committee with an update to the March 2016 paper
- To advise of an on-going engagement process with the registered GP population at IMH Malling Health Wrekin
- To advise of future intentions with regards to the provision of GP Walk-in services.

2.0 RECOMMENDATIONS

Telford and Wrekin Health Overview and Scrutiny Committee are asked to:-

- Note the on-going engagement process with the patients registered at Malling Health Wrekin
- Note the intention of the CCG to improve GP walk-in services across Telford and Wrekin during 2017
- Advise on any future reporting requirements

3.0 BACKGROUND

Health Overview and Scrutiny Committee were made aware of the closure of the IMH Malling Health Practice in the Telford Town Centre in July 2016. Concerns were raised around the impact the Practice closure would have on patients.

The CCG can confirm that since the Practice has closed no complaints have been received from patients. A small amount of queries regarding re-registering with another Practice were received and managed to the satisfaction of the patients concerned.

As a result of the Practice closure, the CCG considered the future arrangements for the provision of GP walk-in services across Telford and Wrekin.

4.0 CASE FOR CHANGE

Committee are aware that the IMH Malling Health Wrekin contract (provided from temporary accommodation at the Princess Royal Hospital) is also a time-limited contract and is due to reach its natural end in July 2017.

This contract currently secures the provision of GP services to a registered population of 8,000 patients and walk-in GP services to the population of Telford and Wrekin.

The CCG undertook a consultation on the future of GP Walk-in Services earlier in 2016 the outcome of this consultation required action to be taken by the CCG and this is discussed in section 5 of this paper “assessment of patient need”.

To determine the future commissioning requirements for the registered patient list at IMH Malling Health, the CCG has commenced an engagement process to ensure that views of the patients currently registered at the Practice are taken into account. This is discussed in section 5 of this paper “assessment of patient need”.

A decision on the future commissioning arrangements is expected to be made in January 2017.

5.0 ASSESSMENT OF PATIENT NEED/ WHAT SERVICES ARE REQUIRED

Walk-in services

This section of the paper outlines the outcome of the consultation process on the future of GP Walk-in Services. The full consultation report is attached.

The outcome of the consultation revealed that out of the 7 options presented to patients and stakeholders the most favourable was to improve GP access at all GP practices to enable walk-in provision 5 days a week. The CCG is now working up plans to determine how this can be implemented. These plans are expected to be finalised by March 2016.

Other important factors were highlighted by the report and the CCG has taken steps to address these areas:

- Access to general practice by individuals of no fixed abode - an agreement has been reached to enable individuals with no fixed abode to receive services from any of the GP Practices in Telford and Wrekin. This information has also been shared with Salvation Army (KIP) and TACT so that they are aware of the position.
- Timely access to GP Appointments – the CCG has developed an action plan to improve timely access to GP Appointments and to improve the overall satisfaction of patients in this area. This is being monitored by the CCG Primary Care Committee.
- Accessibility to services should be by public transport with free and accessible parking and spread evenly across Telford – where new services are commissioned, as far as

possible, this will be taken into account.

Registered patient list

The CCG will be gathering the views of patients about factors that influence their choice of GP Practice, before a decision is taken on the future provision of services. The various ways in which patients can provide feedback, is provided in a letter which has been sent to all registered patients.

The CCG has also contacted all key stakeholders to make them aware of the current position and to enable any comments to be submitted. As part of this process, a letter has been sent to the Health Overview and Scrutiny Committee chair.

The outcome of this engagement process will be taken into consideration when future service provision is being secured. The engagement with the registered patients is taking place between Monday 14th November 2016 and Friday 16th December 2016.

Further information on the engagement process can be found at <http://www.telfordccg.nhs.uk/primary-care-committee-november-2016>.

6.0 CAN BETTER INTEGRATION BE DELIVERED?

One of the CCG Primary Care Strategic Priorities is to support and promote new models of care and to deliver Primary Care at Scale. The reason for this approach is to ensure that the future provision of GP services in Telford and Wrekin is sustainable and makes good use of technological advances. Practices have started to have high level discussions on how they can work innovatively and collaboratively in the future. This work-programme is also part of the Neighbourhood working initiative.

7.0 PROPOSAL/NEXT STEPS

- Complete the engagement process with patients currently registered at Malling Health Wrekin and make a decision on future services in January 2017
- Complete the development of a future service specification for GP Walk-in services by March 2017.
- Continue to deliver the GP Access improvement plan

Report prepared by:

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