

OVERVIEW AND SCRUTINY COMMITTEE PAPER**WESTWOOD CENTRE, BASSETLAW**

Report From: Carolyn Ogle, Senior Primary Care Manager, NHS England and
Andrew Beardsall, Head of Quality & Primary Care NHS Bassetlaw
CCG

Summary

A report to inform the committee on the actions taken to date to ensure high quality future provision of GP services at the Westwood Centre, Manton, Worksop, Bassetlaw

Introduction and Summary

The current contract for Westwood Primary Care Centre on Pelham Street expires on March 31st 2016.

The contract held by the current provider, Danum Medical Services Limited was for a fixed term and the local health commissioners, NHS England and Bassetlaw Clinical Commissioning Group are responsible for deciding whether to continue the service and for conducting a tendering process should they decide to continue it. This is not an indication that the current provider has done anything wrong or that the practice was in any way underperforming.

NHS England has commissioning responsibility for the core GP provision (8.00am – 6.30pm Monday to Friday) and Bassetlaw CCG has commissioning responsibility for the out of hours provision including weekends and Bank Holidays across Bassetlaw. Therefore it has been agreed to jointly re-procure the new service under the co-commissioning arrangements between the two organisations.

It is our view that the practice currently situated in Pelham Street is providing a high quality service to local residents and the size of its registered patients list now means it is viable as a GP practice going forward. Therefore it is our view that the patient list should not be dispersed and that a GP practice be established on an equitable footing to the rest of the Bassetlaw Practices.

It is intended to re-procure the GP service from the same location with opening hours from 8.00am – 6.30pm Monday to Friday as this is in line with opening hours for all other GP practices across Bassetlaw and the rest of England. Once the provider is selected for the new service it is intended to discuss with them the provision of extended opening hours, which will be set to meet the best needs of patients locally. This is likely to be extended hours for booked appointments before 8.00am or after

6.30pm or at weekends in accordance with the Directed Enhanced Service available nationally.

We will be communicating with local communities and key stakeholders to reassure them that the services being procured are quality primary medical services delivered to a consistently high standard. We should also like to discuss with them priorities for the future. Once the new provider has been appointed they will write to existing patients detailing arrangements for the continuity of care.

Background to the Existing Service

The Westwood 8-8 Health Centre is an Equitable Access Practice and services are provided by Danum Medical Services (DMSL). The service provided currently operates from 8.00am-8:00pm, 7 days a week and 10 urgent care slots are also provided for patients who need to be seen on the same day. These slots are available to all patients in Bassetlaw and also to those outside Bassetlaw. Patients currently do not have to be registered to attend this service but the practice has a registered list of circa 3500 patients.

The service is provided from an NHS building on Pelham Street, Manton, Worksop.

Current Position

The contract has been extended to 31 March 2016 to allow for the procurement to take place.

This procurement is to engage a new provider who would manage and deliver services from the Westwood Centre from 8.00am – 6.30pm Monday to Friday. Outside of these hours patients will be directed to the out of hours service in line with all other Bassetlaw practices.

The CCG, together with its practices is reviewing its model of urgent care so that patients requiring access to same day appointments can do so wherever possible across Bassetlaw. The CCG is continuing to secure a high quality 7 days a week out-of-hours service using local GPs and specialist nurse practitioners, based at Bassetlaw Hospital.

Overall, in terms of satisfaction with access to GPs, Bassetlaw ranks 4th highest out of 210 CCGs nationally.

Westwood has slowly increased its list size since opening in 2009 and now has a list size of 3,684 patients. The intention is to concentrate on providing a high quality service for these patients.

Engagement and Communication

A communication and engagement strategy has been developed and agreed by all parties. The objectives of the plan are;

- To engage with patients and local patient groups to ensure transparency in decision making
- To work in partnership with all public bodies to improve the health outcomes of patients
- To engage with Overview and Scrutiny Committee and other local stakeholders through the local Healthwatch and the Health and Well Being Board

Engagement will be undertaken with:

- Local Authority,
- CCG,
- LMC,
- Local MP,
- Other primary and secondary care providers.

Procurement and Legal Risks

There is a risk to NHS England that a successful procurement would not be completed in time and a legal risk if adequate consultation with all stakeholders is not undertaken as required by the NHS Act 2006 section 242 (1B). However the current provider has agreed to continue to providing services until the new provider commences (this could be with the existing provider if they choose to tender for the service)

Recommendations

Members of the committee are asked to note:

- NHS England Yorkshire and Humber need to either re-procure the service as the current contract has already been extended and is coming to the end of that extension at 31st March 2016.
- NHS England has commissioning responsibility for the core GP provision and Bassetlaw CCG has commissioning responsibility for the out of hours provision and this procurement is being undertaken jointly under the co-commissioning arrangements.
- The current service will continue to be delivered in the same location with opening hours revised to Monday to Friday 8.00am – 6.30pm with provision for extended hours through the enhanced services available to all Bassetlaw practices.
- We will be communicating with local communities and key stakeholders such as the councillors to reassure them that there will be no change in the services being delivered. Once the new provider has been appointed they will write to existing patients explaining continuity of care.