

# Plans for continuity of services at Nottingham Treatment Centre

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**Plans to transfer patients to a new provider at the Nottingham Treatment Centre are being agreed by local NHS organisations.**

Circle Nottingham Limited's contract to deliver the services at the Treatment Centre ends on 28<sup>th</sup> July 2019. Nottingham University Hospitals NHS Trust (NUH) will take on delivery of services from 29<sup>th</sup> July. Both parties are working together on plans for a smooth transfer of services.

## **Circumstances of the contract award**

The CCGs were intending to award a contract in December 2018; the contract award was delayed due to a legal challenge issued by Circle. At a hearing in May the court ruled that the contract should be allowed to proceed and a contract was awarded to NUH on 23<sup>rd</sup> May 2019 with a commencement date of 29<sup>th</sup> July 2019.

The much shortened timescale for mobilisation has been determined by the multiple legal challenges from Circle. Despite these constraints, teams across NUH, the CCG and Circle have been working hard on the mobilisation plan in order to ensure that there is a safe transfer of services between Circle and NUH.

The TUPE process is underway, with circa 600 Circle staff expected to transfer to NUH in the weeks to come. Over the last few weeks Circle have held a number of staff meetings in partnership with NUH to explain the transfer process and how staff will be affected. Members of the NUH Executive Team and senior Clinical and Executive Leaders have also undertaken walk around visits and drop-in sessions to meet staff and ensure lines of communication remain open.

Individual communication is being undertaken to inform patients about their appointments and access to services going forward and a dedicated phone line will be in place for patients, should there be any questions or concerns about appointments in the weeks to come.

The CCG is also contacting local GPs to reiterate that planned appointments and procedures will go ahead unless patients are notified of specific changes directly from NUH.

## **Plans for safe delivery of services from day one of new contract**

We are confident that NUH's updated mobilisation plan will provide safe services from day one, as well as deliver significant improvements to services in the months to come, beyond the initial mobilisation period.

NUH has prepared specialty level mobilisation plans in order to mitigate any impact on service delivery or patient experience during the transfer. CCGs have been assured that the Trust's capacity to provide safe services to patients will not be affected by the transition. Even as we work through the precise patient activity for month one, we anticipate that all of August's planned activity will be done in the Treatment Centre and at NUH. No new inpatient activity will be scheduled in the first month of the contract as we embed new ways of working and work through the staffing arrangements for the delivery of the new contract. This will not impact on patients receiving timely care and treatment, in line with national requirements (ie the 18 week referral to treatment standard).

Both Circle and NUH are co-operating and working together productively in the transition process. All parties (including CCGs) now meet weekly to review and discuss progress, with the primary aim of minimising disruption to patients.

Our priority as commissioners is to protect patient safety and to ensure patients receive timely and appropriate information about how any changes will affect them personally.

### **ICT Upgrades and Clinical Systems**

Circle's staff are being trained on the use of Medway Patient Administration System (PAS), which will be in operation from day one of the new contract. Medway PAS is the most modern, flexible and extensible solution available which is already used by NUH and is designed exclusively for the NHS.

Further upgrades to the network and telephone systems will be deployed during the first three months of the new contract. PCs and printers at both the Treatment Centre and the Abbeyfields (back office location for the Treatment Centre) site will be replaced in line with the NUH replacement programme.

### **Thanks to Circle Nottingham Ltd**

The CCG would like to reiterate its thanks to all the staff at Circle Nottingham who have provided dedicated service to local patients for many years.