

OVERVIEW AND SCRUTINY COMMITTEE PAPER

CHANTRY BRIDGE, GP REGISTERED PATIENT SERVICE, ROTHERHAM

Report From: NHS England (South Yorkshire and Bassetlaw)

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Summary

A report to inform the committee on the actions taken to date and those being considered by NHS England in order to ensure adequate, high quality future provision of GP services in the Chantry Bridge area of Rotherham.

Introduction and Background to the Existing Service

NHS England's South Yorkshire and Bassetlaw Local Area Team, working with Rotherham Clinical Commissioning Group are currently considering the future options in respect of the GP registered patient services provided by Care UK at Chantry Bridge Medical Centre, Rotherham Community Health Centre, Greasbrough Road, Rotherham, S60 1RY.

The Chantry Bridge GP practice was procured through a competitive tender exercise in 2009. It was first established during 2009 alongside a Walk in Centre and GP Out of Hours service. These services are currently delivered via an Alternative Provider Medical Services (APMS) contract provided by Care UK. APMS contracts were introduced to enable the NHS to contract with a wide range of providers to deliver services tailored to local needs. The contract for the APMS agreement is a time limited agreement. Currently the GP registered patient contract has been extended to 30th September, 2015.

The 2009 planning assumption was that the GP practice registered patient list size would grow to 5,000 to 6,000 patients. However, as of June 2014 the list size was 1734 which is significantly less than originally projected.

The contract also includes provision of a Walk in Centre and Out of Hours service. In 2009 the parties to the agreement were Rotherham Primary Care Trust, Barnsley Primary Care Trust and Care UK Clinical Services Limited. Any extensions to the agreement could be agreed to apply to Rotherham PCT or Barnsley PCT or both PCTs.

NHS England came into existence on 1st April, 2013 and is responsible for commissioning the GP registered patient services at Chantry Bridge. Rotherham Clinical Commissioning Group commissions the urgent care services i.e. GP Out of Hours and Walk in Centre.

The contract terms allow for an initial contract duration of 5 years to 31st May, 2014 and then 2 further extension periods of 1 year each to 31st May, 2016. During autumn 2013 Care UK indicated that they did not wish to extend the Chantry Bridge GP registered patient list contract. However, following a period of discussion Care UK and NHS England took the decision that the contract should be extended to 30th September, 2015. Directors reviewed the situation, and following discussions with Rotherham Clinical Commissioning Group (RCCG), agreed that due to the integrated nature of the APMS services (ie Walk in Centre and GP Services) and also premises constraints the contract should be extended to coincide with the anticipated opening date of a new Urgent Care Centre being commissioned by Rotherham CCG. At that time it was expected that the Urgent Care Centre would open by 30th September, 2015. (Whilst the Walk in Centre remains at Chantry Bridge NHS England is unable to offer accommodation at Chantry Bridge for a GP surgery or branch).

Current position

Issues with the site for the new Urgent Care Centre mean that it is now anticipated that it will not open until October 2016. The Walk in Centre at Chantry Bridge will close when the Urgent Care Centre opens at the Rotherham General Hospital site. NHS England believe that extending the contract for the Chantry Bridge registered patient service, beyond 30th September, 2015 to coincide with the planned opening date of the Urgent Care Centre (October, 2016), is not an option which can be pursued for the following reasons:

- The **maximum** extension period for the contract is 31st May, 2016. Therefore extending the contract beyond that date (to coincide with the opening of the Urgent Care Centre) would breach the terms of the agreement
- NHS England has a duty to secure value for money for the tax payer.

There are also constraints with the Chantry Bridge site from which the registered patient service is delivered. Care UK currently operates the Walk in Centre and GP registered patient service from the same consulting suites and reception area. Therefore, when the GP registered patient service ceases it will not release any space for a new GP service from an alternative provider. This further limits the potential options for future delivery of a GP registered patient service. NHS England is unable to offer an increase on space within the current premises or alternative premises at this time.

A further issue has arisen recently. Barnsley Clinical Commissioning Group are co-commissioner on the Out of Hours (OOH) element of the Care UK Chantry Bridge contract. They have decided to end the Care UK OOH contract on 31st May 2015. The parties to the agreement may terminate the agreement in whole or in part, individually or acting together, by serving not less than six (6) months' notice in writing on the Provider.

Expressions of interest are being sought by Rotherham and Barnsley CCG to see if there are alternative providers wanting to deliver the Out of Hours service. Care UK has been asked to submit an impact assessment, detailing the additional costs to

Rotherham CCG once Barnsley leave the contract. When this information is available Rotherham CCG will be able to make a decision on whether continuation with the current contract is affordable or whether to undertake a procurement exercise for replacement service(s). Should Rotherham CCG decide to proceed with a procurement for Out of Hours and/or Walk in Centre this may also influence the range of options which could be considered in respect of the delivery of GP registered patient services.

It is not clear until public engagement is complete, which option will be pursued. However, at the time of writing the main options are:

- Option 1 is the dispersal of the list to other doctors within the area of the patients choice
- Option 2 is to undertake a procurement exercise to engage a contractor who would manage and deliver GP registered patient services from a site close to Chantry Bridge until the opening time of the Urgent Care Centre (October, 2016). After October 2016 a branch surgery could be established at Chantry Bridge when the Walk in Centre closes.

Subject to the outcome of the current Rotherham CCG assessment of the impact of Barnsley CCG withdrawal from the Out of Hours element of the contract, a third option may emerge:

- Option 3 – a procurement involving Rotherham CCG, Barnsley CCG and NHS England for a range of services including GP Out of Hours, Walk in Centre and GP registered patient service.

Demographics and Population

Available information suggests that many patients registered at Chantry Bridge do not live within one mile of the practice. Care UK has been asked to supply a breakdown of figures. However other data sources suggest that 9% of patients live more than 2 miles from the practice and a significant proportion live more than 1 mile from the practice.

Chantry Bridge practice is located on the edge of the Boston Castle ward. A summary of the demographic profile of the population is included at Appendix A. However, as stated significant numbers of the registered patients may not actually live in this area. Care UK has been asked to provide data on the age and sex breakdown of their registered patients.

Data sources indicate that around 70% of the patients are of working age. It is anticipated that some patients will have chosen to register at Chantry Bridge due to proximity to work and because of the extended opening hours of the practice.

The practice is located in an area of higher than average social deprivation.

Other Primary Care Services within Chantry Bridge

As stated above the Chantry Bridge site currently accommodates the Out of Hours and Walk in Centre Services. Other community health services are also provided from the site eg community dental, therapy and diagnostic services. The site is also occupied by a pharmacy.

MedicX is a 100 hours pharmacy which also occupies the same building. MedicX could break their lease agreement if the Walk-in / Out of Hours services cease. It is believed that MedicX could also break their lease agreement if the Registered GP service ceases.

MedicX are understandably keen to see a GP service continuing to operate from Chantry Bridge as this could give them some assurance of footfall when the WiC service ends.

Engagement

An engagement strategy has been agreed by the Directors of NHS England's South Yorkshire and Bassetlaw area team. The strategy includes a number of methods of engagement and opportunities for patients to be involved in making the decision about the future of the practice. These include in person through open door meetings, via questionnaire and email or telephone contact.

Issues likely to be of concern to patients include quality of service including access (ie extended opening times offered by Chantry Bridge registered patient service). However, it should also be noted that there are value for money issues as the range of prices amongst contracts in the area varies by about 30% to 40%.

The following quality indicators have been used to compare Chantry Bridge with other practices within one mile:

- GP Patient Survey results – 2013 (NHS Choices)
- Reception opening times – NHS Choices (October 2014)

A comparison of GP Patient Survey results is given at Appendix B. Only 2 of the 6 practices within 1 mile of Chantry Bridge compare favourably with Chantry Bridge. These are The Gate and also Shakespeare Road surgery. Two practices do have late opening on some evenings whilst 2 others have reception opening times from 7am. Chantry Bridge opens late from Monday to Saturday and it is anticipated that this is a key reason why patients have chosen to register with Chantry Bridge. (The 2014 GP patient survey results have recently been published and this information will also be analysed and used to inform next steps.)

It is estimated that at least 15% of the registered patients are resident in areas not in the same postcodes as the practices within one mile of Chantry Bridge (ie S60, S65 and S61). In other words, of the patients currently registered less than 1500 are likely to want to register with practices close to Chantry Bridge. They may be likely to opt to register with a practice closer to home whilst continuing to use the Walk in

Centre at Chantry Bridge. (While it continues to operate from that site prior to the opening of the new Urgent Care Centre.)

Policy and Legal Context (Procurement)

The Area Team will apply the following principles when making decisions about the future service provision:

- Wherever possible to enable improvement of primary care
- To balance consistency and local flexibility
- Alignment with policy and compliance with legislation
- Compliance with Equality Act 2010
- A realistic balance between attention to detail and practical application
- NHS England is bound by procurement regulations

Risk Management

A Chantry Bridge Exit Group has been established and will oversee the management of risk. In order to ensure that patients/stakeholders fully understand the circumstances through which this contract comes to an end, and are actively engaged the Area Team proposes to:

- Be transparent, open and honest in all transactions
- Engage with all stakeholders about the available options
- Work closely with Rotherham CCG to ensure services fit with the strategic vision for primary care
- Engage with partners to identify how access to GPs can be improved in the area and jointly develop a quality improvement plan
- Develop a robust strategic and operational plan and agreement with existing providers
- Support Rotherham CCG in developing its primary care strategy.

Subject to the outcome of engagement with stakeholders the exit group will manage risks including:

- Quality and safety risks including lack of continuity of service
- Not being able to find a successful bidder to provide the service
- Lack of suitable premises from which to deliver the service
- Legal challenge

Next steps

NHS England South Yorkshire and Bassetlaw Area Team will implement the engagement strategy to establish patients' and other stakeholders' desired outcomes in relation to Chantry Bridge registered patients' service.