

NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group

General Medical Services Birchtree (Lawson Street)

October 2018

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Background – Combined Service

- Combined service commissioned jointly between North East Primary Care Service Agency (PCSA) on behalf of NHS Tees & Stockton Borough Council (SBC)
- Counted4 (Community Interest Company) commissioned jointly April 2012 – 30 September 2016 providing: primary medical services, Violent Patient Scheme (now Specialist Allocation Scheme - SAS) and substance misuse services
- Market testing undertaken Dec 2015 – January 2016 in preparation for contract expiry
- Market testing identified preference for a standalone substance misuse service, rather than a combined service to include primary medical services
- February 2016 - Joint Primary Care Co-commissioning Committee (PCCC) received the review and agree to the separation of both services following contract expiry on 30 September 2016 – moving towards a model similar to those across the country
- NHSE and CCG required at this stage to consider future options for Primary Care Medical services in preparation for contract expiry – options requested to be presented at the PCCC March 2016



Background – Following decision to separate combined service - Primary care

- PCCC decision on 1st March 2016 to secure GP services was to:
 - Procure practice as a branch of an existing practice; if unsuccessful
 - Undertake a managed transfer of patients to another practice; if unsuccessful
 - Allocation of patients to other practices
- Both commissioners (CCG & LA PH) subsequently agreed to extend the combined contract until 31 January 2017, this was to enable a joint review to identify health outcomes and premises for any future service model



Change in circumstances – Combined Service

- July 2016 CCG and LA PH informed provider (Counted4) had financial difficulties – both commissioning organisations worked with provider in order to stabilise service delivery
- 31 August 2016 (Counted 4) contract terminated as provider unable to continue to deliver services
- Due to change in circumstance emergency contract arrangements were required for both services
- LA PH commissioned Change Grow Live (CGL) to deliver substance misuse services
- CCG (as agreed PCCC March 2016) issued EOI for Branch practice
 - No successful applicants were able to continue to deliver GP services & Special Allocation scheme (Violent Patient scheme)
 - Due to timescales of notice and termination emergency arrangements put in place with an existing practice, supported by Federation – to ensure a safe transition prior to a managed allocation until January 2017 (Additional Financial contribution provided)
- List size at that time 667 patients
- List closed immediately to enable practice to manage patients transfer/allocation



Emergency arrangement – Primary Care Services

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- 1st September – Riverside Medical Practice commenced emergency arrangement
- Work undertaken during 2016/17 in partnership with LA PH/CCG/Riverside/NHSE/CGL to ensure safe transition from the combined service to new arrangements
- Concerns raised by Providers re managing patient transfer to alternative practices within the timeframe for the emergency arrangement (due expire 31 Jan 2017)
- PCCC 14th December 2016 agreed to extend Birchtree contract until 31st March 2019 to;
 - Address concerns raised by providers and to ensure joint working with CGL
 - Ensure continued safe transition of patients from combined service – individual services
 - Ensure full clinical review of patients remaining on the list
 - To manage in a more timely manner the transition of patients to a new general practice

All undertaken while maintaining a closed list



Progress Emergency arrangement Jan 2017 – April 2018

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- Following agreement from PCCC to extend emergency arrangement
 - Practice maintained service – enhanced clinic provision
 - Been working with patients regarding accessing GP services – building in processes to ensure clarity and although flexible in approach educating individuals
 - Ensured a strong focus on individuals overall health
 - Engaged and worked closely with CGL
 - Transitioned number of patients to mainstream - 27%
 - 489/667 patients registered (April 2018)
- As Birchtree has operated a closed list, any 'new' substance misuse patients are registered with mainstream general practices and continue to receive services from CGL



Progress Emergency arrangement April 2018 – date


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- **April 2018** - contact made with stakeholders and provider regarding exit planning prior to emergency contract expiry and prior to managed allocation (PCCC March 2016)
- **May 2018** – meetings undertaken to ensure robust planning in advance of traditional timescales for contract expiry – recognising the interdependencies across both CCG and LA commissioned services – intelligence provided suggesting the need for enhanced support to be wrapped around individual patients to manage transition to new practice
- **June 2018** – In recognition of concerns raised during exit planning of both stakeholders and provider, PCCC presented with additional options to consider alongside original decision (PCCC March 2016)
- PCCC agreed to additional resource to support practices and patients in the transfer/allocation to a new practice to manage transition in the first year following contract expiry



April 2018 – date cont


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- 460/667 patients registered (September 2018) - 31%
- Due to the vulnerability of patients, the list will be a managed transfer/allocation; however patients have the right to exercise choice
- Dispersal will be from 1st March 2019, while Birchtree is still in contract, to allow for support to be provided to practices, patients and CGL by current staff
- CCG is working closely with Birchtree, NHSE, LMC, CGL and SBC to implement the communication and action plan
- Issued communication to stakeholders and patients 1st October 2018 advising of the expiry of contract and managed transfer/allocation



Next steps


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- Engagement events with patients at both CGL and Birchtree w/c 8th and 15th Oct, to gain an understanding from them of what support may be required for them to ensure access to mainstream GP services (1 year)
- Following co-production with patients the CCG will work with the VCSE and LA commissioners to determine future service model for enhanced patient support
- Engagement with General Practice commencing 1st and 8th Oct to understand what additional support required to manage patients in accessing new practice (1 year)
- Continue to work with the LMC to ensure safe transition for managed transfer/allocation
- Continued work with LA commissioners to ensure interdependencies across commissioned pathways are considered in the production of a Local Enhanced Service.
- Issue to General Practice (Stockton) EOI for re-provision of the SAS, following engagement event with practices



Timescales


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- **1st October:** All correspondence issued (patients, SAS patients, GP Practices, Riverside and Stakeholders)
- **October 2018:** engagement with patients and practices to determine support requirements
- **October 2018:** EOI for SAS
- **October/November 2018:** continued work with LA and stakeholders in the production of support offer
- **November 2018:** update to be provided to PCCC
- **February 2019:** Patients will be informed of their allocation to a named practice
- **1st March 2019:** patients will be allocated and registered automatically
- **1st – 31st March 2019:** Birchtree continue to provide support
- **31st March 2019:** Birchtree contract expires and practice will close

* Upon request will continue to update Adult Social Care and Health Select Committee of progress



QUESTIONS??

