

Outcome of consultation:

**“Proposed Changes to 2 GP practices in Sandwell and 1
GP practice in West Birmingham”**

5th February 2018 – 16th April 2018

Introduction

- 3 GP practices who have fixed term APMS contracts (Alternative Provider Medical Services) with SWB CCG, are being reviewed due to their contracts naturally expiring on 31st March 2019:
 - Malling Health Centre Sandwell, Parsonage Street, West Bromwich
 - Malling Health Great Bridge, Charles Street, West Bromwich
 - Summerfield GP Practice (attached to the urgent care centre), Heath Street, Winson Green
- Consultation carried out between 5th February 2018 – 16th April 2018 to help decide what the future of these practices should be, in order to best meet the health needs of the local population.
- The consultation focused on the GP services for registered patients only. (The associated walk-in services at two of these practices are being discussed separately)

The options for each practice

- **Option 1 – To re-procure the GP practice contract**

This would result in the contract being put out to tender, which is a competitive process for any qualified provider to apply for the contract.

- **Option 2 – To close the practice and move patients to other local practices**

This would mean allowing the contract to come to a natural end and not procuring anything in its place. Patients would have to choose another practice to register with.

Consultation activities



Have your say!

Future options for:
Malling Health Sandwell (Parsonage Street)

You can give us your views by completing our online survey at:
www.sandwellandwestbhamccg.nhs.uk
or by calling us on 0121 612 1447 or emailing us at swbccg.engagement@nhs.net for a consultation document.

You can also come along to one of our drop in sessions to give your views and ask questions:
Gayton Road Community Centre Gayton Road, West Bromwich B70 1QS
20th February 2.00 - 4.00pm
21st February 5.00 - 7.00pm

Please note this consultation focuses on the GP practice itself, not on the walk in centre service.

Have your say!

Future options for:
Malling Health Great Bridge

You can give us your views by completing our online survey at:
www.sandwellandwestbhamccg.nhs.uk
or by calling us on 0121 612 1447 or emailing us at swbccg.engagement@nhs.net for a consultation document.

You can also come along to one of our drop in sessions to give your views and ask questions:
YMCA West Bromwich, 38 Carter's Green, West Bromwich B70 9LG
27th February 5.00pm - 7.00pm
28th February 2.00pm - 4.00pm

Please note this consultation focuses on the GP practice itself, not on the walk in centre service.

Have your say!

Future options for:
Summerfield GP Practice (attached to the urgent care centre),

You can give us your views by completing our online survey at:
www.sandwellandwestbhamccg.nhs.uk
or by calling us on 0121 612 1447 or emailing us at swbccg.engagement@nhs.net for a consultation document.

You can also come along to one of our drop in sessions to give your views and ask questions:
Summerfield Community Centre, Winslow Green Road, Birmingham B18 4EJ
22nd February 2.00pm - 4.00pm
26th February 5.00pm - 7.00pm

Please note this consultation focuses on the GP practice itself, not on the walk in centre service.



Stakeholders

healthwatch

bvsc
the centre for voluntary action

SCVO
connecting · enabling · transforming



virgin care

Malling Health
Parsonage Street GP Practice

Malling Health
Great Bridge



Sandwell
Metropolitan Borough Council

NHS
Sandwell and West
Birmingham Hospitals
NHS Trust

NHS
England



Birmingham City Council

SANDWELL
LOCAL MEDICAL COMMITTEE

LPC Sandwell

Birmingham Community Healthcare NHS
NHS Foundation Trust

Birmingham
LOCAL MEDICAL COMMITTEE

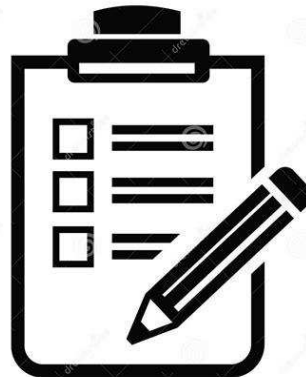
BLPC Birmingham LPC



Overall response



**284 attended
outreach activities**



**572 completed
questionnaires**



85 Telephone calls

Questionnaire results

- 572 questionnaires completed in total
- Majority completed online (89%)



Response by practice:

Practice	Number of responses for practice
Malling Health Parsonage Street	273 (48%)
Malling Health Great Bridge	234 (41%)
Summerfield GP Practice	115 (20%)

Breakdown of respondents

- The majority of participants (84%) were patients registered at one of the three practices.
- Responses from registered patients, equates to just over 4% of the combined registered lists at the 3 practices (based on the 11,036 patients aged 16 and over, whom were corresponded with).

Answer Choices	Responses	
I am a patient registered with one of the practices	84.31%	473
I am a family member or carer of a patient registered at one of the practices	1.78%	10
I am a patient at a neighbouring practice	3.03%	17
I am an employee or partner at one of the practices	5.53%	31
I am an organisation that works with one of the practices	1.43%	8
Other (please state)	3.92%	22
	Answered	561
	Skipped	11

What's important to people in terms of their GP practice?

Participants were asked to tick all that applied, from the answer choices:

Answer Choices	Responses	
Offering a range of services	70.00%	385
Offering a choice of appointment times	78.36%	431
Fast access to an appointment	76.36%	420
Offering a large selection of GPs and nurses to see	45.64%	251
Use of modern technology to interact with clinicians (e.g. Skype, online consultations)	22.73%	125
Being able to pre-book appointments	73.27%	403
Being able to see the same doctor, nurse or other clinician	63.45%	349
How easy it is to get to the practice	64.36%	354
Being able to see a male/female GP	44.36%	244
Other (please state)	20.91%	115
	Answered	550
	Skipped	22

Preferred options

Malling Health Sandwell, Parsonage Street (273 responses)	Malling Health Great Bridge (234 responses)	Summerfield GP Practice - Virgin Care (115 responses)
<ul style="list-style-type: none">• 94% (256) prefer option 1• 5% (15) prefer option 2• Less than 1% (2) either had no preference for the options, or said that they didn't like either option	<ul style="list-style-type: none">• 95% (223) prefer option 1• 4% (10) prefer option 2• Less than 1% (1) didn't have a preference for either option	<ul style="list-style-type: none">• 92% (106) prefer option 1• 6% (7) prefer option 2• Less than 2% (2) didn't have a preference for either option

Why people preferred option 1 (to re-procure)

- No action required of patients
- Practice remains open
- Retention of a local GP practice for two of these practices, that is convenient and easy to get to
- Continuity of services
- Continuity of patient choice
- Better for the elderly and those with mobility issues for at least one of the practices
- Control maintained over the flow of patient registration
- Good appointment availability compared to neighbouring practices
- Late opening times daily
- Continued access to attached walk in services at 2 of the practices
- A belief by some that a potential new provider may have a fresh focus on service improvement

Why people didn't support option 2 (dispersal)

- Disruption to continuity of care
- Reduced patient choice
- Many do not want to register anywhere else, some of whom have said that they won't - which is a risk.
- Neighbouring practices were felt to be too far for at least one of these practices (e.g. 1 mile away for Parsonage Street) which the elderly and those with mobility issues, wouldn't be able to walk to, and may not be able to afford to travel to.
- Alternative GP practice options are the same ones that some patients have previously chosen to move away from, when signing up to these three practices

- Some patients had already been forced to move practices once before, due to closure of their previous practice and don't want to be in the same position again.
- Overloading other GP practices that are already overstretched
- Concern over whether other practices would cope with a high influx of new patient registrations and the impact on access to appointments/ delays in treatment

We also asked...

Are there any reasons why the proposed changes would affect you more than any other person? (For example due to age, mobility, sexuality, gender, race, religion, etc.) If so how do we overcome this?

In summary, those who felt they would be more affected than others, based there reasons on :

- Age
- Mobility
- Potential changes in ease of access (if a change in practice is required), e.g. to public transport/ nearby bus routes, parking facilities, disabled access etc.
- Low income – some may not be able to afford travel expenses that may be incurred if a change in practice is required
- Health and wellbeing, e.g. stress/ anxiety due to change and the disruption to continuity of care

Anecdotal feedback

Malling Health - Parsonage Street



"We are very happy with the service there and very disappointed to think that you're even contemplating closing it down"

"Other practices are too busy, you can't get an appointment for 3 weeks. That's why I moved to this practice. It will be worse if everyone moves to those practices"

"My concern is for the elderly and people who have mobility issues. They need something nearby in short walking distance"

"We need a practice in this area. The other practices are too far and a lot of people can't afford the travel expenses. It's a couple of days of food for some people"

"Think about the impact on local pharmacies, who have longstanding relationships with patients"

Anecdotal feedback

Malling Health – Great Bridge

“It would be good to have the chance to stay at the same facilities and accommodate the service users needs. Other GP’s may not have the space for potentially 5000 new patients”



“ This is a good surgery with great access and I have yet to have a problem getting an appointment when needed. And waiting times are very good. This is important when you have a small child that get’s easily frustrated”

“ This is my GP practice and I do not want to move to another one. I like this practice”

“I’m fed up of finding new doctors to see. It delays treatment and breaks continuity of care; Having to rebuild a Dr-Patient relationship again”

“It creates an unstable atmosphere for the patients if we keep changing everything”

Anecdotal feedback

Summerfield GP Practice

"I have been with this practice and GP for many years. It is very convenient for me and I am very happy here. I do not want to change and would like to continue here"



"I get tired of explaining my conditions to different doctors. My previous practice closed and these doctors are beginning to understand my condition. I don't want to start all over again"

"The Summerfield GP practice is the only one in the area who is open till late daily. I'm working and my child is in school"

"As an OAP it is good to be registered with a practice which nearly always has an appointment available. And the fact I don't have to travel a great distance is also an advantage"

"I would be concerned that the services may not be as good as they are now"

GP members feedback

There has been mixed feedback :

- Some members are keen for option 1 as they are interested in the potential procurement opportunity
- Some members are keen for option 2 as they are interested in attracting the affected patients if they need to register elsewhere
- Most are concerned about option 2 in terms of whether they would be able to cope with a huge influx of new patients



Conclusion

- A clear majority would like the three practices to remain open, with a preference for consultation option 1; to re-procure the GP practice contracts.
- While not everyone supported the prospect of an unpredictable outcome of a re-procurement, in terms of who would provide the service after March 2019, there was some understanding of the CCG's position relating to procurement rules and regulations applied to the commissioning of health services. A re-procurement was perceived to be the best of the available options by the majority, for all three practices.

Follow on actions

- Consultation report shared with the Primary Care Commissioning Committee in June 2018 as part of the criteria for consideration.
- The committee agreed that a business case would be made to NHS England, recommending a re-procurement of the three APMS contracts.
- NHS England to make the final decision in September, on whether the business case will be approved (notifying us of the outcome within 2 weeks)
- To share the consultation outcome with patients and key stakeholders and provide updates at key stages, including the decision taken.
- Market engagement event in August 2018
- 2 patient representatives identified to join the procurement panel
- Subject to NHSE approval, provisional procurement timeline will be September 2018 – December 2018, allowing a 3 month mobilisation period

Questions



Thank You