

## OVERVIEW & SCRUTINY COMMITTEE

Virtual update – Tuesday 30 November 2021

		<b>Item No:</b>
<b>Report Title</b>	GP Contract (APMS) – St Thomas Road Surgery, Derby	
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<b>Paper for:</b>	<b>Decision</b>		<b>Assurance</b>	X	<b>Discussion</b>		<b>Information</b>	X
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### Recommendations

Overview and Scrutiny Committee is requested to:

1. note that the St Thomas Road Surgery (part of One Medical Group, Leeds) Alternative Provider Medical Services contract (APMS) was due to expire on 30 September 2021. In August 2020, Primary Care Commissioning Committee agreed to extend the current contract for 1 year to 30 September 2022 to enable feedback from patients and stakeholder engagement prior to the commencement of the procurement process.
2. receive this paper including appendices relating to the patient and stakeholder engagement process from 12 July 2021 to 17 September 2021 for the St Thomas Road Surgery, Derby APMS Contract Review and project timeline of activity for the period of November 2021 to September 2022.

### Report Summary

#### Background

St Thomas Road Surgery is part of the multimillion-pound portfolio of One Medical Group (OMG) who is a primary care provider based in Leeds, UK.

St Thomas Road Surgery, Derby has a weighted list size of 3,795 and a raw list size of 4,371 as of 1 July 2021. St Thomas Road Surgery provides services to a diverse population in a deprived area of Derby City.

As part of the Alternative Provider Medical Services contract process and in accordance with NHS England & Improvement regulations, it is the responsibility of the commissioner (NHS Derby & Derbyshire CCG) to ensure we communicate with patients and stakeholders throughout to enable them to have a clear understanding of the processes, expectations, and obligations.

There are 3 key stages of the legal requirement of the commissioner to undertake for an APMS Contract that is coming to an end.

Key stages:

- **Stage 1** – Needs Assessment, impact, engagement proposal
- **Stage 2** – Notice period – exit plan, commence procurement and either begin negotiations for continuation with contractor; begin exit arrangements of incumbent provider and mobilisation of new provider
- **Stage 3** at contract end date

### **Stage 1 – Needs and Impact Assessment**

The needs and impact assessment were completed in September 2020 and the engagement proposal was agreed in May 2021 in consultation with CCG Communication & Engagement Team, CCG Quality Equality Impact Panel, NHS Arden and Greater East Midlands Commissioning Support Unit and One Medical Group (the current provider).

### **Stage 1 – Patient Engagement – Action to date**

- A letter and questionnaire were sent on Friday 9 July 2021 to every head of household to inform them that St Thomas Road Surgery (part of One Medical Group, Leeds) contract is due to expire on 30 September 2022. The letter explained that the commissioners, NHS Derby & Derbyshire CCG (DDCCG) are required to review the service every few years and reassured patients that there is no need to worry, this will not affect patient care; patients will continue to have the same access to their GP Practice. Patients could request the letter and questionnaire to be translated to their first language upon request.
- The questionnaire provided patients with an opportunity to provide their feedback on their medical care and suggestions for areas of improvement. A free postal address was provided for the return of the questionnaire and an online survey was also available to patients.
- The formal patient and stakeholder engagement period took place from 12 July 2021 to 17 September 2021.
- Events - Pre-covid, DDCCG would normally arrange a patient event at the GP Practice. Due to the current climate unfortunately, DDCCG were not able to arrange a face-to-face event. However, DDCCG along with support from the existing provider, hosted two virtual sessions. One on Tuesday 27 July 2021 at 2.00pm, and the second on Thursday 29 July 2021 at 6.00pm. The sessions were scheduled for an afternoon and early evening to try and provide a suitable time for patients to join. DDCCG offered support to patients on how to access the free platform via a computer, laptop, tablet, or smartphone.
- DDCCG offered interpreting services to support patients to attend the virtual event if required.
- DDCCG developed multi-language social media posts promoting the patient and stakeholder event, offering the patient questionnaire in different languages, interpreting services and 1:1 virtual meeting as requested. British Sign Language and braille services were also offered as required.
- On 21 July 2021, DDCCG sent a letter to Healthwatch Derby, Derby City Council, Local MPs, and community organisations, local GP Practices, Primary Care Network, and Pharmacies to provide stakeholders with an opportunity to ask any questions or provide comments on the contract procurement process.
- The existing provider, One Medical Group, has worked collaboratively with DDCCG throughout the patient engagement process. OMG sent two text messages to all their patients with a registered mobile number to encourage patient feedback on medical services. Patients were sent a link to DDCCG website <https://www.derbyandderbyshireccg.nhs.uk/get-involved/engagements/st-thomas->

[road-surgery/](#). The landing page provided details of patient engagement, the virtual events, an email address, and telephone number for any enquiries and provided the information in 5 different languages, English, Urdu, Slovak, Polish and Punjabi. OMG and our interpreting service provider suggested that these 5 languages represent a large proportion of the patient demographic. DDCCG were happy to support any patient of any nationality as required; no requests were made.

- Posters, paper copies of the patient questionnaire were also provided to OMG to have available in the practice waiting area (envelope provided with return freepost details to submit anonymously).

### **Patient Engagement - Feedback**

**Virtual Patient Engagement sessions were held on Tuesday 27 July 2021 at 2.00pm and Thursday 29 July 2021 at 6.00pm**

Two patients attended the virtual sessions: one at each meeting. The patient's feedback has been incorporated in the comments below.

### **Questionnaire Feedback**

58 Questionnaires were received (1.3% completion rate of the patient list size (58/4371)).

### **Summary of comments received:**

#### **Access & Repeat Prescriptions**

- Electronic prescriptions – confusion on collection
- More telephone lines required, difficulty to get through to practice
- Online appointments – some patients reported that there is no online appointment booking service, some patients mentioned no available appointments or minimal with nurse only
- Struggle to book a same day appointment
- Medication review management issue raised

#### **Care & Treatment**

- Lack of continuity of care by clinicians and routine referral to secondary care missed
- Language barrier – patient felt that practice interpreter was selective with information provided to clinician
- Patient did not feel they were listened to. Patient referred to A&E and A&E advised urgent treatment was not required.
- Unclear guidance during COVID

#### **Routine Immunisations**

- 28 of the 33 patients responded felt at ease during their vaccination
- Patient is happy with the service and midwife team
- Reminders required to attend routine vaccinations and to follow up 'did not attends'
- The practice needs to ensure their clinically extremely vulnerable list is up to date
- Patient unsure which vaccinations you can get in practice and which you must pay for and source elsewhere
- Be useful to have vaccination dates uploaded to online patient record
- Eligibility and criteria unclear to patient unclear

#### **Website and online resources**

- Out of the 57 responses, 19 had accessed the internet, 10 hardly ever, 26 never and 2 patients have no internet

- Out of the 49 responses, 22 felt the website was easy to use, 11 did not, 16 could not say
- Out of the 52 responses, 35 would like more information about online services, 13 said No, 4 can't say
- Improved access to medical records online
- Ability to make, check and amend appointments online would be useful. Online appointments switched off, advised to phone
- Usually attend Derby Urgent Treatment centre as unable to get an appointment
- Medicine order line – collection dates are not coordinated, therefore several trips required to collect prescriptions
- Prefer face-to-face appointments

#### **Other comments provided**

- Complaint information included about a previous complaint already raised with the practice.
- Unable to book appointments in advance, advised to show up at specific time and then no appointments available.
- More GPs required. Had 1 GP with limited hours, there is often a 2-3 week waiting list.
- Better staffing model required, customer service training for staff, easier system required to book appointments and referrals completed in a timely manner.
- Best practice attended. Patient received regular well-being calls.
- Want the clinician to take time to explain condition, treatment, and next steps.
- Pharmacy is useful next door
- Written concerns are not responded to.

A patient engagement report summary will be provided by DDCCG Communication & Engagement Team to OMG to publish on their website. DDCCG will ask OMG to send a text to all patients registered with a mobile number to thank patients for their feedback and a link will be provided for patients to access the report.

The report will be shared at relevant DDCCG committees in December 2021, with the members of the procurement panel and potential bidders.

#### **Stage 2 – Board Panel & Project timeline**

On 19 & 21 October 2021, Hannah Belcher (Senior Reporting Officer), Julie Barton (Project Lead) and Neelam Saroe (Procurement Lead) hosted a virtual meeting to the APMS Procurement Panel members. The meeting was held to provide the group with background information on why the procurement is taking place, clearly defined the role of the group and the timeframe of the project.

#### **Please refer to Appendix 1 GANTT Chart – Project Timeline**

#### **Stage 2 – Prior Information Notice (PIN) and Market Engagement**

On 25 October 2021 a Prior Information Notice (PIN) and questionnaire was published on the on the Find a Tender Service government website <https://www.find-tender.service.gov.uk/Notice/026598-2021>

DDCCG have invited potential Bidders to a Market Engagement Webinar taking place on Wednesday 1 December at 10.00am – 11.00am via MS Teams. Interested parties are to register their interest in attending by Monday 29 November 2021.

The Invitation to Tender period will commence on 5 January to 25 February 2022 following final approval by Primary Care Commissioning Committee on 22 December 2021 and Arden & Greater East Midlands Commissioning Support Unit in December 2021.