

HEALTH SCRUTINY PANEL

11 JANUARY 2007

**CHOOSE & BOOK IN MIDDLESBROUGH
EVIDENCE GATHERING**

PURPOSE OF THE REPORT

1. To introduce to the Panel the organisations represented at today's meeting to discuss Choose & Book with the Panel.
2. To outline the format of today's meeting.

RECOMMENDATIONS

3. That Members note the content of this report.
4. That Members note the evidence presented in the context of the overall review.

CONSIDERATION OF REPORT

5. As Members will recall, the Panel hosted a seminar on Choose & Book on 15 November 2006. The seminar was arranged to allow Members to hear how Choose & Book was being rolled out across the Tees Valley and as the first step in the Panel considering the matter in closer detail. The seminar also raised awareness of the topic and expanded on the concept of patient choice and how it informs the Choose & Book agenda.
6. The general feeling was that the seminar was successful in communicating national and local considerations of Choose & Book to Members and providing a forum for debate on its current state of development and likely future developments.
7. Following the initial seminar, the Panel now wishes to consider the topic in further detail and specifically, how Choose & Book is impacting upon Middlesbrough residents and their access to the services they require.

8. It is to this end that a number of organisations will be in attendance at today's meeting to provide their perspectives on *Choose & Book* in Middlesbrough and to take part in a wider debate on the topic. Those organisations are listed below.
9. **Cleveland Local Medical Committee** - Local Medical Committees (LMCs) are independent statutory bodies, which play a vital role in administering the GMS contract and representing General Practitioners as a whole. LMCs are influential in representing the views of GPs to a number of bodies and inform the General Practice Council at the British Medical Association (BMA) of issues that arise locally so that they can be taken forward at national level. ¹
10. The CLMC has been briefed that the Panel may be interested in its views on the following questions as a starting point to the debate:
 - 10.1 What are the CLMC's views on the rollout of Choose & Book so far?
 - 10.2 What are the CLMC's views on Choose & Book's impact on patient's access to services?
 - 10.3 What are the CLMC's views on the Choose & Book process from a GP's point of view?
 - 10.4 Does the CLMC feel that at this stage patients have sufficient information to make an informed choice?
 - 10.5 How does the CLMC view the future of Choose & Book in Middlesbrough and its impact on services?
11. The CLMC will supply a briefing paper, which the Panel will be furnished with as soon as possible. It is anticipated that the CLMC representative will talk briefly to that paper, before answering any questions and taking part in a wider debate. The CLMC has also suggested that the Panel takes note of a briefing paper produced by the Department of Health & NHS Service Delivery and Organisation R&D Programme, which is also referenced in the background papers.
12. **Middlesbrough Primary Care Trust** – Middlesbrough Primary Care Trust (MPCT) has a vital role to play in the advancement of Choose & Book, given its commissioning role of health services, on behalf of Middlesbrough residents.
13. MPCT has been briefed that the Panel may be interested in its views on the following questions as a starting point to the debate:
 - 13.1 What services in Middlesbrough are currently 'included' within *Choose & Book*?

¹ Please see <http://www.bma.org.uk/ap.nsf/Content/focusroleoflmcs0204>

- 13.2 Whilst the Panel is aware that it only covers elective/planned care, does it cover every service under elective care?
- 13.3 Are Dental and ophthalmic procedures a part of Choose and Book as yet?
- 13.4 Who are the services providers which Middlesbrough PCT has contracted with to provide the choices?
- 13.5 Are Middlesbrough people showing any tendency to choose away from James Cook, which would be the traditional destination?
- 13.6 Does that differ from service to service?
- 13.7 Is the PCT in receipt of any feedback on its workings from clinicians and/or patients?
- 13.8 Is the PCT in receipt of any feedback from the acute sector?
- 13.9 What does the PCT feel has gone well/not so well so far?
- 13.10 Where next for *Choose & Book*?
14. MPCT has supplied a briefing paper, which is a marked appendix to this paper, together with a number of background papers. It is anticipated that the MPCT representative will talk briefly to that paper, before answering any questions and taking part in a wider debate.
15. **South Tees Hospitals NHS Trust** – South Tees Hospitals NHS Trust (South Tees) also has a vital part to play in the development of *Choose & Book* across Middlesbrough. As a local acute trust, it will constitute one of the choices for patients using *Choose & Book* and also manages Middlesbrough's District General Hospital, James Cook University Hospital. South Tees' views on the topic are vital for the Panel to conduct a balanced review of the topic, as it affects the people of Middlesbrough.
16. South Tees has been briefed that the Panel may be interested in its views on the following questions as a starting point to the debate:
- 16.1 Has the Trust management received any clinical feedback on how Choose & Book is perceived/operating?
- 16.2 Does that tally with the administrative/management view?
- 16.3 The Panel has previously heard that 'Choice' will work best if good quality information is available for patients. How does the Trust 'market' itself to attract commissioners in the first instance, then patients and ensure that it can meet patients expectations in relation to appointments?

- 16.4 Have there being any examples of inappropriate referrals or referrals taking place outside of custom and practice since the introduction of Choose & Book?
- 16.5 What are the most positive elements of Choose & Book from the Trust's perspective?
- 16.6 Are there any areas of Choose & Book, which are in need of development from the Trust's perspective?
- 16.7 What are the likely next steps for the Trust with Choose & Book?
17. South Tees has supplied a briefing paper, which is a marked appendix to this paper. It is anticipated that the South Tees representatives will talk briefly to that paper, before answering any questions and taking part in a wider debate.
18. **Cleveland Nuffield Hospital** – As the Panel heard at the Choose & Book seminar on 15 November 2006, the independent sector is becoming an increasingly important element of the diversity of providers in healthcare. The Cleveland Nuffield Hospital (Nuffield) is the most local example of the independent sector to Middlesbrough and it is vital that the Panel seeks the views of the independent sector and invites them to the debate.
19. Nuffield has been briefed that the Panel may be interested in its views on the following questions as a starting point to the debate
 - 19.1 Has the Nuffield management received any clinical feedback on how Choose & Book is perceived/operating?
 - 19.2 Does that tally with the administrative/management view?
 - 19.3 The Panel has previously heard that 'Choice' will work best if good quality information is available for patients. How does the Nuffield 'market' itself to attract commissioners in the first instance, then patients and ensure that it can meet patients expectations in relation to appointments?
 - 19.4 Have there being any examples of inappropriate referrals or referrals taking place outside of custom and practice since the introduction of Choose & Book?
 - 19.5 What are the most positive elements of Choose & Book from the Nuffield's perspective?
 - 19.6 Are there any areas of Choose & Book which are in need of development from the Nuffield's perspective?
 - 19.7 What are the likely next steps for the Nuffield with Choose & Book?
20. Nuffield has been invited to supply a briefing paper, which the Panel will be supplied with when available. It is anticipated that the Nuffield representative

will talk briefly to the initial questions posed, before answering any further questions and taking part in a wider debate.

21. In terms of the order of today's meeting, it is suggested that each witness is given ten to fifteen minutes to speak to their paper and cover the main points they would wish to from their perspective.
22. Following that initial exercise, the Panel is invited to ask the questions it feels necessary to gather the information felt appropriate to be able to produce a high quality, evidence based final report.
23. It is anticipated that this part of the meeting may, therefore, take the form of an 'around the table' debate/ discussion with the witnesses as opposed to a strict question and answer session.
24. Following the conclusion of the evidence gathering process, the Panel is invited to revisit the evidence it has gathered to date and consider the content of a Final Report, together with conclusions and whether any recommendations are felt appropriate.
25. With the agreement of the Chair, the British Medical Association and practice managers within the (new) Middlesbrough PCT area were contacted for their views on Choose & Book. Copies of responses received to date are referenced in the background papers.

BACKGROUND PAPERS

26. MPCT Papers marked Appendix 1
27. South Tees Briefing Paper marked Appendix 2
28. Responses received from the British Medical Association and Practice Managers to date, marked Appendix 3
29. NHS Service Delivery & Organisation R&D Programme "Briefing Paper" marked Appendix 4.

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