

**DURHAM, DARLINGTON & TEES
AREA TEAM**

**REVIEW OF ALTERNATIVE PROVIDER MEDICAL SERVICES (APMS)
IN
MIDDLESBROUGH**

**STAKEHOLDER CONSULTATION DOCUMENT
06 AUGUST 2014 to 29 SEPTEMBER 2014**

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1 Introduction

This document outlines a vision for the future of Alternative Provider Medical Services (APMS) in the Middlesbrough area. It builds upon an internal review undertaken over the past few months and is led by the Durham, Darlington & Tees Area Team, which is part of NHS England.

The Area Team has been reviewing the APMS provision across their area to ensure that they provide high quality, sustainable and affordable services well into the future. This paper provides clarity on the reasons for the review and includes detail on proposals for the future of APMS across the area. Similar reviews are being undertaken in Durham, Hartlepool, Redcar & Cleveland and Stockton.

We now want to hear wider views of our stakeholders on these proposals to help us finalise our plans and to help us move to implementation. Once you have read this document you will see that there are some questions at the end that will enable you to tell us what you think.

1.1 What are APMS Contracts?

APMS is one of the ways Area Teams have to enable them to commission primary medical services within their area. The other routes are General Medical Services (GMS) and Personal Medical Services (PMS) which includes Specialist PMS. By this, we mean that the Area Teams are responsible for buying (commissioning) the NHS services (primary medical services) that are provided by GP practices to their registered patients. GMS, PMS and APMS are the different types of contracts that offer a level of flexibility and options to GP practices when providing primary care services.

APMS provides the opportunity for locally negotiated contracts allowing providers (GP practices) to supply enhanced and additional primary medical services. Area Teams can enter into APMS contracts with any individual or organisation to meet local needs, as long as core NHS values are fully protected and secured.

In common with GMS and PMS, APMS contracts can be used to provide:

- Essential services
- Additional services where GMS/PMS practices opt-out
- Enhanced services
- Out of Hours services
- A combination of any of the above

1.2 Why are we reviewing APMS services in Middlesbrough?

In the Middlesbrough area, the Area Team holds 3 APMS contracts in addition to having a number of existing GP practices providing services under GMS and PMS contract arrangements. Two of these contracts are currently under review and one of these contracts (Park End Clinic) has already been reviewed and is due to close on 31 August 2014. The APMS contracts were initially set up by Primary Care Trusts who were the NHS organisations with responsibility for commissioning primary medical services and were expected to open a practice under the national APMS scheme, regardless of local need.

The two remaining APMS contracts were originally agreed to run for a period of 5 years and are due to expire on 20 December 2014 (Hemlington) and 31 March 2015 (Resolution). In line with the NHS England policy entitled '*Managing the end of time limited contracts for primary medical services*', this has provided the Area Team with the opportunity to review and determine:

- Quality of the existing service.
- The current need for a service in Middlesbrough.
- The potential future need for a service in Middlesbrough.

The intention of this document is to seek views from local stakeholders about our proposals to change the number of APMS contracts (practices) held by the Area Team. We are also separately consulting with patients registered with local practices which may be affected by our proposals.

We want to make it clear at the outset that we are not proposing any changes to existing GMS or PMS contracts as part of this process. However, the services currently provided through GMS and PMS contracts have been taken into consideration as part of this review.

In addition, some of the APMS providers also offer a service to patients that are not registered with them. Responsibility for the management and commissioning of the unregistered element transferred to the local Clinical Commissioning Group (CCG) on 1 April 2013 and does not form part of this review or consultation.

1.3 Statutory and legal obligations

NHS bodies have two legal duties to consult when proposing changes to the way local health services are provided, operated or developed. They are:

- Involving individuals in the development and consideration of proposals for changes in commissioning arrangements.

- Consulting the local authority, generally through its Overview and Scrutiny Committee, on any substantial variation in the provision of health services.

The most recent guidance on consultations for the NHS was published in September 2013 by NHS England, and is called Transforming Participation in Health and Care. The National Director of Patients and Information at NHS England comments in the guidance that “We must put every citizen and patient voice absolutely at the heart of every decision we take in purchasing, commissioning and providing services.” There is a clear focus on maximising the participation of patients and the public. This is what we are trying to do with the consultation exercise that we are going through.

1.4 Service Review Process and Direction of Travel

Across the country, many of the APMS practices were expected to achieve an agreed target for the number of registered patients with them by the end of their 5 year contracts. In a lot of cases, the current APMS practice numbers are significantly lower than the original plans. Local APMS contracts are often more expensive than PMS and GMS contracts. Although APMS contracts often offer elements of service that are additional to PMS and GMS contracts in some cases, on a like for like basis APMS contracts still represent less value for money than the other contract types.

Our initial review has taken into consideration the following criteria:

- Patient numbers, distribution and demographics
- Local health need
- Service quality, patient experience and clinical outcomes
- Neighbouring service provision and access
- Value for money and future sustainability of all primary care service providers

Our direction of travel is to have practices offering good quality services, with higher patient registered numbers offering better value for money.

Do you support our direction of travel?

1.5 The risks of doing nothing

Doing nothing is not an option. If we allow Resolution to expire on 31 March 2015 and Hemlington to expire on 20 December 2014, we believe we may have a shortfall in some areas with patients not being able to access essential NHS primary care services.

Additionally, we have a duty to ensure that primary medical services appropriately meet and match the health needs of the local population. Many of the GP practices that are contracted under APMS have failed to register the target patient population and present significantly less value for money when compared to GMS and PMS practices. Therefore, we do not feel that the current arrangements are sustainable in the longer term, either for the current APMS providers or for neighbouring practices.

2 Our Current Position and Proposed Approach

In the Middlesbrough area, there are 2 providers contracted to deliver services under the APMS contract arrangements which are being reviewed. These are:

- Hemlington Medical Centre, Viewley Centre Rd, Middlesbrough
- Resolution Health Centre, North Ormesby Health Village, Trinity Crescent, Middlesbrough

The number of people registered at these practices totals approximately 5,400. A summary of the current arrangements and our proposals for each of these practices is below.

Hemlington Medical Centre, Middlesbrough

Current list size

As at July 2014, the registered list size is 1,824 – this is far lower the anticipated registered list size of 6,000 at the end of December 2014.

Contract end date

20 December 2014

Service provision

The practice is contracted to provide:

- Essential Services
- Additional Services
- Enhanced Services

All neighbouring practices are commissioned to provide the same level of core NHS primary care services.

Value for money

There is a much higher than average cost per head of population when compared to similar PMS and GMS providers in the area.

Premises

The premises are owned by Middlesbrough Council and NHS Property Services holds the head lease.

Quality and performance

- The practice has achieved similar or slightly below the CCG average in Quality and Outcomes Framework (QOF).
- GP Patient Survey results have been consistently good and above the Middlesbrough and national averages for opening hours and telephone access but below average for making an appointment, recommending the surgery and overall satisfaction.
- Key Performance Indicators (KPIs) are generally consistent and the practice has achieved higher than national and area average for cervical screening and immunisation achievement.

A review of quality and performance at local practices provides assurance that equivalent clinical quality standards are provided at neighbouring practices.

Opening times

The current practice is open for 62.5 hours per week:

- 8.00 am to 6.30 pm Monday to Friday

There is the provision of an extra 10 hours per week, determined locally by the provider.

Neighbouring practices are contracted to deliver services between 08:00am and 6:30pm Monday to Friday and may also deliver additional hours via the Extended Hours Directed Enhanced Service.

Local capacity

The postcode spread across Wards for all patients registered with the Hemlington Medical Centre is:

Ward Name	Total Patients	%	Practices in ward area with open lists
Hemlington	1353	74.18	None identified
Stainton & Thornton	231	12.66	None identified
Coulby Newham	91	4.99	Coulby Medical Practice Parkway Medical Centre
Kader	28	1.54	None identified
Brookfield	19	1.04	None identified
Marton	15	0.82	None identified
Ladgate	14	0.77	None identified
Acklam	12	0.66	None identified

Ward Name	Total Patients	%	Practices in ward area with open lists
Other Wards (Less than 10 patients in each Ward)	61	3.34%	Cambridge Road Fulcrum MP Crossfell Health Centre Linthorpe Surgery Village Medical Centre Park Surgery Martonside Medical Centre

Around 74% of the registered population live in Hemlington ward and a further 13% live in the neighbouring Stainton and Thornton ward. There are no other practices within the immediate ward area but there is a choice of 2 alternative providers of primary care within a 2 mile radius and a further 8 providers within a 3 mile radius.

The nearest alternative practices are Coulby Medical Practice and Parkway Medical Practice, which are located 1.93 miles away from Hemlington Medical Centre.

Appendix 1 shows the spread of current registered patients at the practice. Appendix 2 shows a map of other local practices.

Given a similar review is currently being undertaken for Resolution Health Centre, we are not confident at this point that there is sufficient choice and availability within the area as a whole for patients to register with alternative practices.

Future Housing Developments

There are no known future housing developments planned for the area.

Our proposal

On the basis of the information reviewed so far, such as the low patient numbers, above average cost per head of population, service quality and performance as well as neighbouring service provision and access, we are consulting on whether there is sufficient capacity in the area if this practice was to close.

Do you agree that there is an appropriate level of choice and availability for Hemlington Medical Centre patients that may need to register at neighbouring/alternative practices?

Current list size

As at July 2014, the registered list size is 3,994.

This practice also offers services to patients that are not registered with them. Responsibility for the management and commissioning of the unregistered element transferred to the local Clinical Commissioning Group (CCG) on 1 April 2013 and does not form part of this review or consultation. The CCG is currently reviewing this part of the contract.

Contract end date

31 March 2015; an extension until 30 September 2015 is currently being negotiated.

Service provision

The practice is contracted to provide:

- Essential Services
- Additional Services
- Enhanced Services

All neighbouring practices are commissioned to provide the same level of essential NHS primary care services (although other practices in the area do not deliver services to patients who are not registered with them).

Value for money

Whilst a direct comparison on cost per patient is not possible, due to the unregistered element, the practice's raw cost per patient is significantly higher when compared to similar PMS and GMS providers in the area.

Premises

The practice is located in North Ormesby Health Village in a building which is leased from NHS Property Services.

Quality and performance

- The practice has achieved similar or slightly below the CCG average in Quality and Outcomes Framework (QOF).
- GP Patient Survey results have been consistently good and above the Middlesbrough and national averages for opening hours and experience of making an appointment.
- Key Performance Indicators (KPIs) are generally consistent but the practice has achieved below the national and area average for cervical screening and immunisation achievement.

Opening times

The current practice is open from 08:00-20:00, 7 days per week.

Neighbouring practices are contracted to deliver services between 08:00-18:30, Monday to Friday but may also deliver additional hours via the Extended Hours Directed Enhanced Service.

Local capacity

The postcode spread across Wards for all patients registered with the Resolution Health Centre is:

Ward Name	Total Patients	%	Practices in ward area with open lists
North Ormesby and Brambles Farm	627	15.70	Westbourne Medical, Oakfield Surgery, Hirsell Medical Centre, Kings Road Medical Centre
Gresham	475	11.89	No practices in ward area
University	466	11.67	Park Surgery
Thorntree	332	8.31	Thorntree Surgery
Pallister	283	7.09	Crossfell Health Centre
Middlehaven	216	5.41	Newlands Medical Centre, Dr Lakeman & Partners, Woodlands Surgery, Dr Heywood & Partners, Dr Foster & Partners, The Erimus Practice, Dr McIlhinney & Partners, Dr Sykes,
Park End	200	5.01	Park End Clinic
Beckfield	183	4.58	No practices in ward area
Linthorpe	150	3.76	Dr Herbert and Partners
Beechwood	122	3.05	Martonside Medical Centre
Clairville	120	3.00	No practices in ward area
Ayresome	113	2.83	Fulcrum Medical Practice
Park	110	2.75	Linthorpe Surgery, Dr Waters & Partners,
Other misc	597	14.95	Various practices

Around 16% of the registered population live in North Ormesby and Brambles Farm ward and a further 12% live in the neighbouring Gresham ward. Almost 12% live in the University ward. There are four practices within the immediate ward area who have open lists. Whilst there are no other practices within the Gresham ward there is one practice within the University ward. Other wards, with the exception of Beckfield have practices to which patients can register.

Appendix 3 shows the spread of current registered patients at the practice. Appendix 2 shows a map of other local practices. We are not confident that there is sufficient choice and availability within the area for patients to register with alternative practices.

Future Housing Developments

There are no known future housing developments planned for the area.

Our proposal

On the basis of the information reviewed so far, such as the high patient numbers, value for money, service quality and performance as well as neighbouring service provision and access, we are consulting on the option to procure a new practice within the local area. Should a new contract be introduced the expectation is that the patients registered with Resolution Health Centre would be transferred to the replacement practice when it opens in April 2015.

Do you agree that the creation of a replacement practice/contract would continue to ensure an appropriate level of choice and availability for all patients registered with Resolution Health Centre?

3 Our approach to consultation

As part of this review, we are consulting with those patients that are directly affected by these proposals as well as with wider stakeholders, such as Overview and Scrutiny Committees, MPs, Councillors, HealthWatch, Clinical Commissioning Groups, GP practices, Local Representative Committees for GPs, dentists, pharmacists, optometrists and community groups. This section outlines how you can put forward views and suggestions for us to take into consideration.

3.1 Opening and closing dates

The consultation was launched on 06 August 2014 and will close on 29 September 2014. During this time, we are writing to every household with registered patients outlining our proposals for their individual practice and seeking their views.

In addition, we are sending this briefing to our wider stakeholders across the Middlesbrough area, seeking their views on our proposals for the area as a whole.

We hope you will take time to give us feedback in response to the proposals described in this consultation document either by completing the form on-line or posting it back to us.

3.2 How to contact us and how to get further assistance

If you wish to get additional paper copies of this consultation document or if you have any questions, concerns or require any other information about this consultation. Please contact us:

Phone: 0800 915 5397 (Freephone)

Email: NYHCSU.centralengagementteam-@nhs.net

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3.3 When will a decision be made?

We will keep notes of comments received from our stakeholders and will analyse feedback received through the feedback forms. We will use this information at the end of the consultation to prepare a report. This will help with any decisions to be taken. The Area Team will review the result of the consultation in October 2014.

3.4 How will feedback be given?

Once a decision has been made, we will write to our stakeholders letting them know the outcome of the consultation. We will also write to all the patients at the affected practices informing them of the outcome of the consultation and, where necessary, advising them of the new arrangements – either that they will have a choice of local practices to register with or that we are putting in place a replacement practice that they will transfer to.

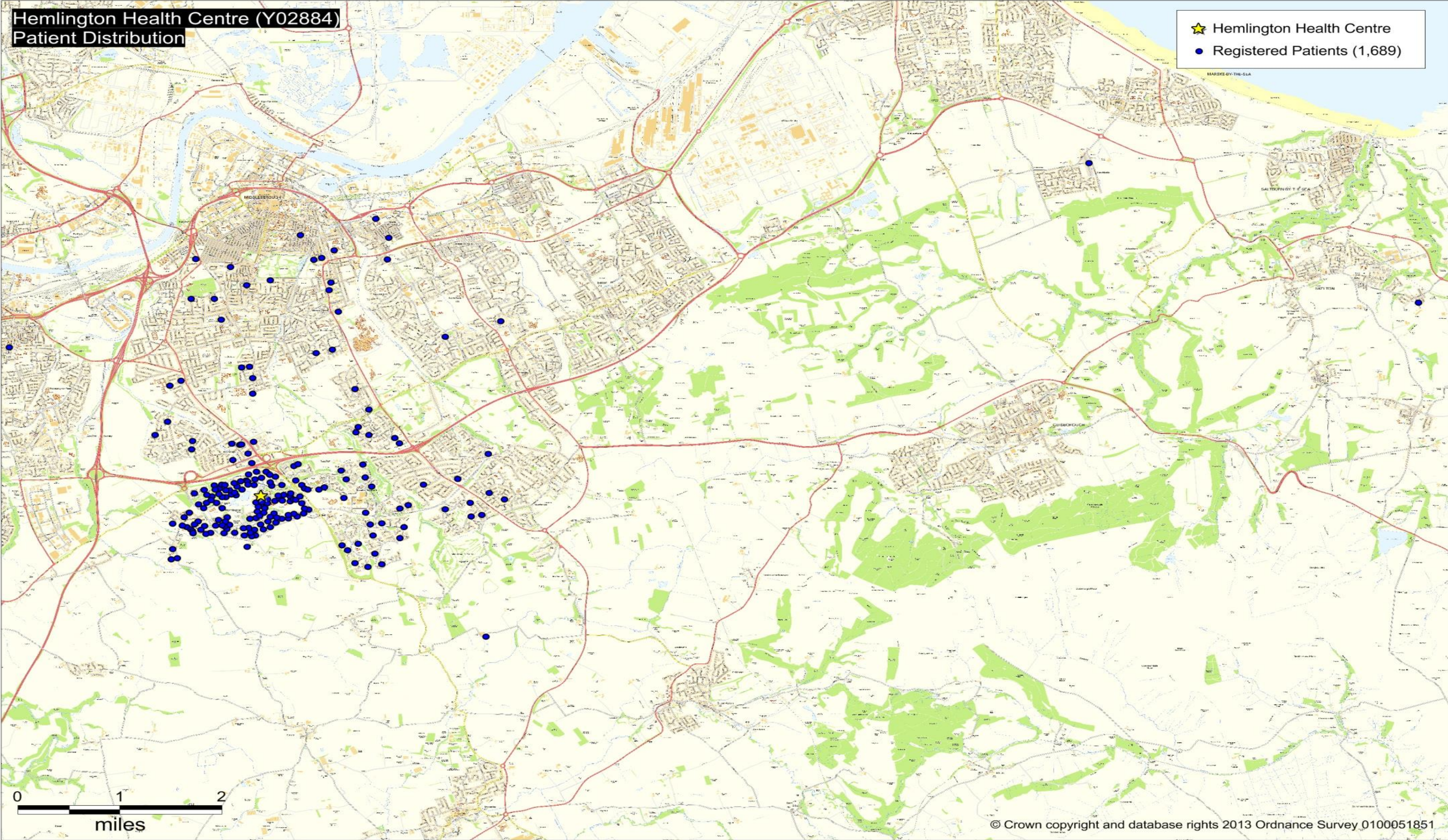
3.5 Implementation

We expect any new arrangements described in this document to be in place from the end of the existing contracts.

We will continue to review the local provision of primary care medical services to ensure that appropriate choice and availability is in place.

Thank you for taking the time to give us your views.

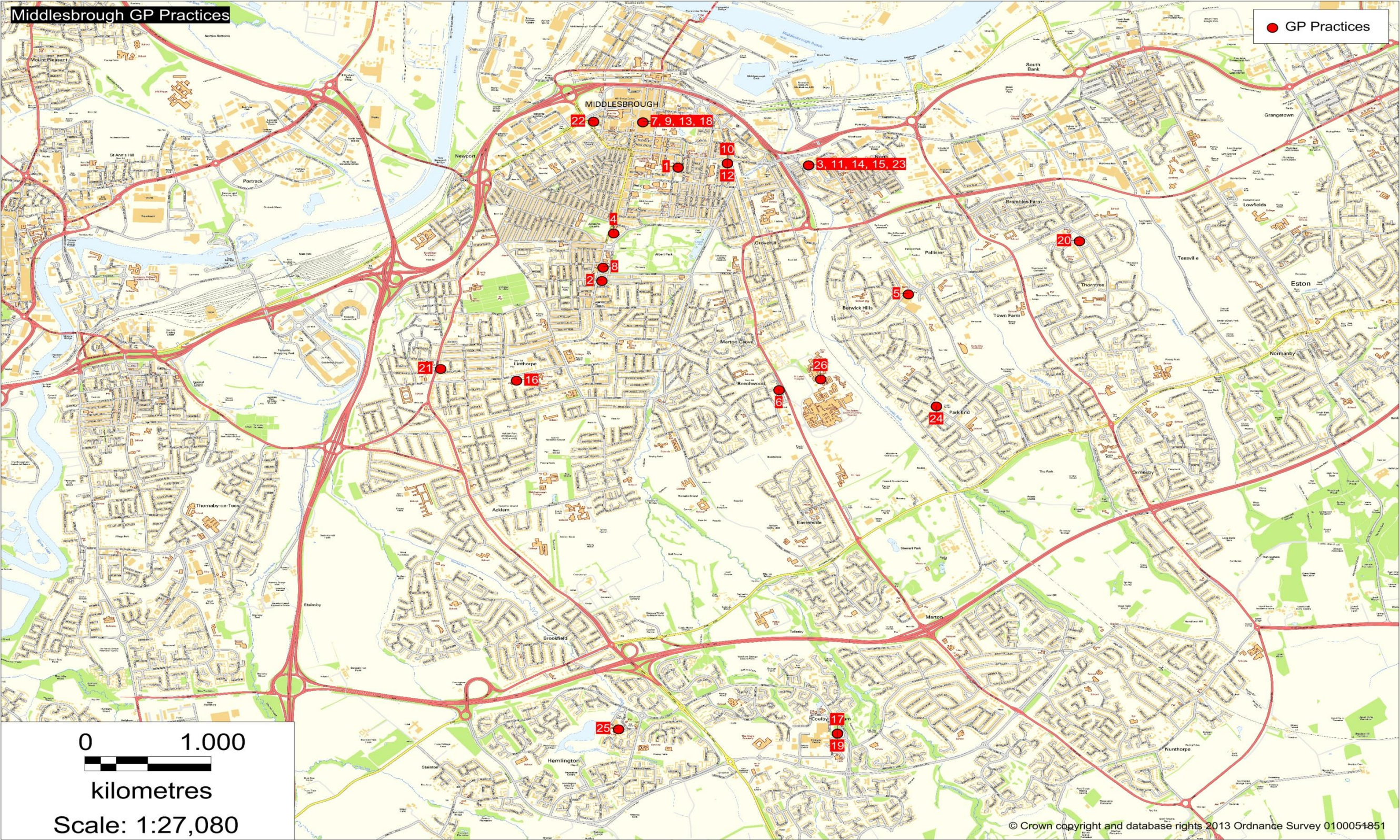
Appendix 1 – Hemlington Medical Centre Patient Distribution Map



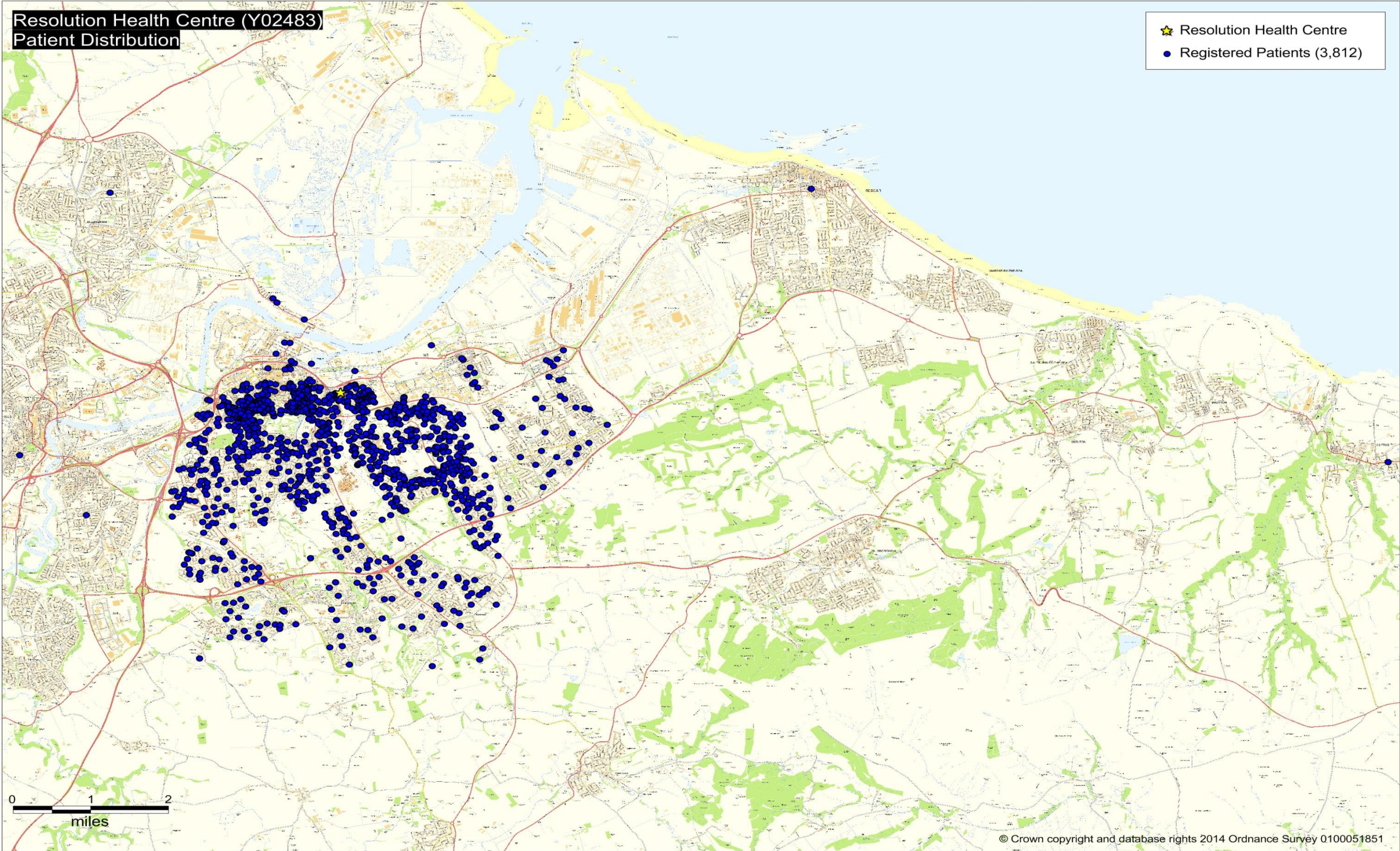
Appendix 2 – Map Key

PRACTICE_NAME	LABEL
WOODLANDS SURGERY	1
THE VILLAGE MEDICAL CENTRE	2
WESTBOURNE MEDICAL CENTRE	3
PARK SURGERY	4
CROSSFELL HEALTH CENTRE	5
MARTONSIDE MEDICAL CENTRE	6
THE ENDEAVOUR PRACTICE	7
THE LINTHORPE SURGERY	8
PROSPECT SURGERY	9
BOROUGH ROAD & NUNTHORPE MEDICAL GROUP	10
OAKFIELD MEDICAL PRACTICE	11
NEWLANDS MEDICAL CENTRE	12
THE ERIMUS PRACTICE	13
HIRSEL MEDICAL CENTRE	14
KINGS MEDICAL CENTRE	15
THE CAMBRIDGE MEDICAL GROUP	16
COULBY MEDICAL PRACTICE	17
DISCOVERY PRACTICE	18
PARKWAY MEDICAL CENTRE	19
THORNTREE SURGERY	20
FULCRUM MEDICAL PRACTICE	21
HAVEN MEDICAL PRACTICE	22
RESOLUTION HEALTH CENTRE	23
PARK END CLINIC	24
HEMLINGTON MEDICAL CENTRE	25
THE RIDGEWAY HEALTH CENTRE	26

Appendix 2 – Practice Map



Appendix 3 – Resolution Health Centre Patient Distribution Map



Feedback form – Middlesbrough Stakeholder Consultation

Thank you for taking the time to respond to our consultation. If you prefer, you can complete this survey on-line at <https://www.surveymonkey.com/s/MiddlesbroughAPMSConsultation>

Alternatively send this to us by post at:

FREEPOST RTJR-UYBY-BCUC
North Yorkshire & Humber Commissioning Support Unit
Health House, Grange Park Lane, Willerby, HULL, HU10 6DT

1. Do you support our overall direction of travel for the future of APMS contract providers?

Yes No

If you answered no, please explain your reasoning below:

--

2. Do you agree that there is an appropriate level of choice and availability for Hemlington Medical Centre patients that may need to register at neighbouring/alternative practices?

Yes No

If you answered no, please explain your reasoning below:

--

3. Do you agree that the creation of a replacement practice/contract would continue to ensure an appropriate level of choice and availability for all patients registered with Resolution Health Centre?

Yes No

If you answered no, please explain your reasoning below:

--

4. Are there any issues you think we need to consider in relation to diverse needs (for example, race, gender, disability, people on low incomes, age, sexual orientation, religion and belief and people who live in very rural or remote areas)?

5. Do you have any other comments on these proposals for us to consider?

6. Which organisation / stakeholder do you represent?

<input type="checkbox"/> OSC	<input type="checkbox"/> Healthwatch	<input type="checkbox"/> Public
<input type="checkbox"/> GP practice	<input type="checkbox"/> CCG	<input type="checkbox"/> Other (state)
<input type="checkbox"/> Councillor	<input type="checkbox"/> MP	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
<input type="checkbox"/> NHS staff	<input type="checkbox"/> Community Group	
<input type="checkbox"/> Local Medical Committee	<input type="checkbox"/> Local Optometry Committee	
<input type="checkbox"/> Local Dental Committee	<input type="checkbox"/> Local Pharmaceutical Committee	

Thank you – please respond by 29 September 2014