

19th December 2017

Resolution Health Centre – Briefing Note

Background

Resolution Health Centre is a GP practice in Middlesbrough which delivers essential, additional and enhanced services via an Alternative Provider Medical Services (APMS) Contract to a registered list of 5642 patients. The CCG and NHS England previously agreed a contract extension with South Tees Hospitals NHS Foundation Trust, the current provider. The contract was due to end on the 31st March 2017, however following a failed procurement in October 2016, the contract was extended with the current provider for a further 12 months until the 31st March 2018.

Procurement

On the 25th April 2017 the CCG Primary Care Committee agreed to commence re-procurement of Resolution Health centre as a standalone site under an Alternative Primary Medical Service (APMS) contract for 10 plus 5 years, in line with section 9, the Public Contracts Regulations 2015 (which stipulates that a contract with a financial threshold for the life of the contract (currently at £589,000) must be advertised via OJEU (Official Journal of the European Union) and procured via the open market place). To support the procurement exercise, market engagement was undertaken via a Request for Information (RFI).

The tender documentation for the contract was developed and published on 9th October 2017 with the procurement deadline set to the 8th November 2017. No bids were received for this contract resulting in a failed procurement.

This was the second failed procurement for Resolution Health Centre therefore on 21st November 2017 the CCG Primary Care Committee made the decision to close the practice and disperse the list.

Although dispersal of a list size of over 5000 patients places significant pressure on patients and local practices, no providers came forward to run the practice and therefore the CCG made the difficult decision to close Resolution Health Centre.

Finances

The budget for Resolution Health Centre is £553,593 per annum. As the budget is based on a per patient basis the budget will “go with” the patient to the practice they register with. The practice will also be paid a new patient registration fee for every patient that registers with them.

Patients

The CCG are supporting patients with the closure of Resolution Health Centre. Patients received a letter week commencing the 04th December 2017, from the CCG, advising them that due to the failed procurement the CCG has made the difficult decision to close the practice. The practice will close on the 31st March 2018 and patients have been provided with a list of practices that are currently registering new patients.

The CCG is working with Resolution Health Centre and will be hosting a drop in event for patients to understand the support they require to register with a new practice. Posters will also be placed in the practice waiting room informing patients about the closure and asking them to register with a new practice by the 31st March 2018. Recognising the diverse population of patients registered with Resolution, the posters and events will be tailored to suit patient needs.

All patients will be provided with additional support to re-register. However the CCG will work with Resolution Health Centre to identify priority patients. These priority patients will be classified as follows:

Patient priority number 1

- Patients on Quality Outcomes Framework (QOF) registers – which will include those with cancer, heart disease and stroke disease, respiratory disease, kidney disease, those with a mental health diagnosis including dementia and will also include those with learning disabilities.,
- Patients admitted to hospital frequently. (CHD, Diabetes, CKD, HF, Stroke, Asthma)
- Patients who are aged 85 and above
- Patients with carer responsibilities
- Terminally ill/palliative care patients
- Housebound patients
- Patients with an identified disability including blind and partially sighted
- Patients with a flag identifying them as subject to safeguarding

Priority 2

- 80 years – 84 years

Priority 3

- Patients due screening (ie smears/catch up programmes etc)
- 75 years – 79 years

Priority 4

- Patients under the age of 75 who are generally fit and well

Patients on the Priority 1 list will be checked on a weekly basis to confirm if they have re-registered. If they haven't re-registered additional letters will be issued. If a priority 1 patient hasn't re-registered by the 31st March 2018 they will be written to and automatically assigned (registered) with a practice close to their home.

Priority 2 patients will be checked every 2 weeks and priority 3 patients will be checked every 3 weeks to make sure they have re-registered.

The CCG and NHS England will monitor re-registering and any patient that has not re-registered 3 months after the closure will be sent a reminder letter.

The CCG is aware that the majority of patients registered with Resolution Health Centre live within TS3 and TS1 postcodes and 11% of the practice population lives in North Ormesby. Patients registered at Resolution Health Centre also live in Redcar & Cleveland, Stockton and Newcastle.

Support to practices

In order to support practices with the workload the CCG will look to provide additional pharmacy support when required through the medicines management team to practices to support with the increase in patients.

In addition the CCG is already providing support to all practices in South Tees to help sustain general practice. This is being provided via the GP Five Year Forward View (GPFV) local investment scheme. This scheme helps practices by providing financial support towards:

- Workforce
- Delivery of care closer to home
- Enhanced patient access

To date, the CCG has invested GP Five Year Forward View money as well as local CCG investment into General Practice. The total investment to General Practice in South Tees, over and above the standard contract, is c. £2m in 2016/17.

Additional services for South Tees residents

The CCG commissions 7 day GP services via four GP extended hours centres. These four centres are open from 18.00-21.30 Monday to Friday and 08.00 – 21.30 Saturday, Sunday and bank holidays. They provide core GP services for any patient registered with a GP in South Tees and are provided by local GPs.

This service helps reduce pressure on “in hours” GP services and patients have access to GP services 7 days a week. The nearest extended hours centre to Resolution is the Hirsell Hub within North Ormesby Health Village.

The CCG has invested in “Care Navigation” with all 40 practices in South Tees. Care Navigation is a tried and tested model of care that improves access to primary care services for patients and reduces pressures in practice. It allows frontline staff to provide patients with more information about local health and wellbeing services, both within and outside of primary care, in a safe, effective way. Care Navigation offers the patient choice to access the most appropriate service first. For example when a patient presents with symptoms that meet the access criteria for other services such as a physiotherapist, pharmacist, public health services or opticians, the care navigator can confidently offer these choices and enable the patient to go

straight to the service which best meets their health and wellbeing needs (right place first time).

As a future development, the CCG is working with local practices in North Ormesby Health Village alongside public health and the voluntary sector to establish a Care Network in North Ormesby for patients. A Care Network contains a range of health and social care services to better integrate health and social care services for people experiencing social and emotional issues. The pilot, which is funded by the Better Care Fund from NHS South Tees CCG and Middlesbrough Local Authority, will be evaluated and, if successful, will be rolled out to other areas of South Tees.

Next Steps

The CCG has links with the patient participation group (PPG) at Resolution Health centre and will be working with them to further support patients during the transition to registering with a new GP practice. Local practices have also been informed to prepare them for the increase in new patients.

The CCG has previously worked closely with NHS England and other local practices during major service changes and will continue to use the learning from this experience to support both patients and practices throughout this difficult time. The CCG has gained valuable experience as to how to support patients and practices with the movement and registration of new patients when the numbers are much greater than would normally be expected from the usual flow of patients into and out of the area or who have moved due to choice.

This learning has identified;

- ways to make the change smoother for patients;
- ways to ensure that the practices have additional support around repeat prescriptions
- ways to make sure patients can easily receive a continued supply of their required medication
- streamlining the transfer of the patient record to facilitate continuity of care.

Summary

The CCG has attempted to resolve the contracting position of Resolution Health Centre; however there were no interested providers. The CCG has therefore made the difficult decision to disperse the practice list, however will support these patients to register at other surrounding practices.

Please see timeline below.

