

Suffolk Health Scrutiny Committee 12 October 2016

Hopton and Stanton Surgeries On behalf of NHS England and West Suffolk CCG

1.0 Purpose

To update committee members on GP services provided in Hopton and Stanton following the last Health Scrutiny Committee meeting on 20 July 2016; to respond to the recommendations made at that meeting; and to provide the additional information requested.

2.0 Summary of actions taken since the last meeting

2.1 NHS England and West Suffolk CCG, as joint commissioners of the service, have been working with the practice to support its efforts to fully consider all the options available for the development of primary care services at Hopton and Stanton, as arising from the Premises Options Appraisal published at the end of June 2016. The practice is involving local community leaders and local residents.

This has included:

- The development of a pack for practices about engagement to avoid similar situations in the future.
- The securing by the practice of an interim communications and engagement officer to support engagement events.
- The scheduling of two patient engagement events in September.
- An approach to the ten members of the virtual patient participation group (PPG) to form a face-to-face group. There was also interest from members of the public who attended the engagement events in joining the practice's PPG.

3.0 Response to recommendations made and additional information requested following the 20 July 2016 Health Scrutiny Meeting

3.1 *'To encourage the commissioners and providers of the service to fully consider all the options available for the development of primary care services at Hopton and Stanton, with the involvement of local community leaders and local residents'*

3.1.1 The practice has secured interim communications and engagement support. Hopton & Stanton Surgeries plan to consult and engage with patient groups and the local population about their future vision and proposal development to provide quality primary care services for all their patients, now and into the future.

Patients, stakeholders and members of the public are being invited to drop-in at two engagement events in September (17 September 2016 and 29 September 2016) to give their views on:

- The findings of the Hopton & Stanton Surgeries Premises Option Appraisal (June 2016)
- The draft outline plans to improve the practice facility in Stanton
- The additional services available to Hopton patients following the transfer of GP services from Hopton to Stanton

A Public Information Sheet (see Appendix 1) was prepared and a Comments and Suggestions Card (see Appendix 2) was used to gather the views of patients, public and stakeholders.

- 3.2 *'What steps have been taken by NHS England and West Suffolk CCG to avoid the situation which arose in Hopton and Stanton arising again as a result of any future changes to primary care services'*
- 3.2.1 NHS England, with West Suffolk CCG under joint commissioning arrangements, has a duty (under section 13Q of the NHS Act 2006) to 'make arrangements' to involve the public in commissioning services for NHS patients. If change proposals will impact upon services in either the manner in which the services are delivered to individuals at their point of delivery and/or the range of health services available to individuals, then NHS England is required to make arrangements for involving these individuals and the public. This could involve reviewing existing arrangements that are in place (such as the provider's arrangements) and securing additional arrangements where appropriate.
- 3.2.2 The arrangements for public involvement need to be proportionate and can take many different forms. The public should be involved by being consulted or by being given information or in other ways. Examples of engagement are letters or emails to affected individuals; newsletters; online surveys or feedback pages; and dedicated events to enable discussion. The timing of public involvement is discretionary but should be aligned to the commissioning cycle that needs to be undertaken to effect a service change.
- 3.2.3 A framework for public participation in relation to primary care commissioning is currently being co-produced by NHS England and key patient and public organisations. This will include the publication of guidance, best practice and resources. The framework will identify opportunities for involvement; and will also outline the roles and responsibilities of different stakeholders, identify key networks, groups and patient insight sources, and take account of how arrangements can be implemented within current resources.
- 3.2.4 In the meantime, NHS England and West Suffolk CCG will ensure that patients and the public are involved as appropriate and at the earliest stage possible, when proposing to make any future changes to primary care services, in accordance with their statutory obligations and using lessons learnt from previous exercises.
- 3.2.5 Finally, the CCG will be consulting with its GP membership in October about the potential of moving towards taking responsibility for commissioning GP services. As set out earlier, the CCGs currently jointly commission with NHS England, with strict governance, and have done since April 2016.
- 3.3 *'Clarity about who is responsible for timely and appropriate communications with patients and the local community for any future changes to primary care provision'*
- 3.3.1 NHS England and West Suffolk CCG will ensure that public involvement in future proposed changes to primary care services is in accordance with the above statutory framework and guidance. NHS England and West Suffolk CCG will decide whether it is the provider and/or themselves who will communicate with patients and the local community in a timely manner, as appropriate; and will monitor the effect of this.
- 3.4 *'An update on proposals for the future provision of primary care services at Hopton and Stanton, and an explanation of the rationale to support the chosen course of action and rejection of alternative solutions'*
- 3.4.1 Please see elsewhere in this report. The Hopton and Stanton GP Practice will be required to submit a project initiation document (PID) to NHS England with their preferred option, following the September engagement events. NHS England and West Suffolk CCG will consider this in the light of the outcome of the public involvement exercise and their estates

strategies for the provision of primary care services in the local area. It is intended that the committee will be updated on the decision(s) taken and the reasons for this.

- 3.4.2 As an interim measure (before any permanent solution can be implemented), the practice nurses who currently deliver morning sessions at Hopton will be offering the same services out of free space in the Stanton Health Centre, opposite the Stanton Surgery. These will run alongside the existing services provided by Ixworth Surgery and Suffolk Community Healthcare, which are also located within the Stanton Health Centre, and will begin after 17 January 2017 when the Avicenna site at Hopton will be used only for dental services.

The practice aims to start a phlebotomy clinic in the Stanton Health Centre before end of September. This will also help with parking, as phlebotomy patients will be able to use the health centre car park rather than park at the practice.

The practice manager reports that at least one patient, who lives in Barningham, uses the community bus service, but the practice has not received any further update from the service. The practice will use the two events to gather more information on transport usage and has invited the community transport lead to the events to publicise their services and gather feedback.

The Voluntary Network is the provider of 'Connecting Communities' service (previously Dial-a-Ride) through Suffolk County Council. Details are going up on the practice website and in waiting rooms as a third option for patients to use.

The practice has met with Botesdale Surgery and agreement has been reached to share the prescription delivery van. The practice manager of Botesdale is arranging their insurance to cover the Hopton & Stanton practice. The Hopton and Stanton practice has identified a driver and hopes to have the service running at the latest by the end of October.

- 3.5 *'Details of how community leaders, the local population and patient groups have been involved in developing these proposals and what further involvement is planned'*

- 3.5.1 Using existing information and national best practice, West Suffolk CCG has put together a pack for practices to use to alert them to the use of engagement and when to employ it. The CCG continues to work with practices to try to understand local challenges and to avoid unnecessary closure of premises, or practice lists. Within this draft pack is a clearer explanation for practices about their responsibilities for timely and appropriate communications with patients and the local community. The draft pack also sets out where they need to go for help and advice, should they need to engage.

- 3.5.2 The CCG and NHS England will continue to work with those representing GPs, to follow through on a strategic plan for primary care and the whole system. This is complex work which will be linked to the Five Year Forward View strategic planning work.

- 3.6 *'To recommend to NHS England that the business process flow diagram for the development/improvement of primary care premises should be amended to include steps for the involvement of the local community, stakeholders and potential partners who may have an interest in developing shared accommodation at the early stages of discussions'*

- 3.6.1 Stuart Quinton of NHS England has written to Kerry Harding, Estates Advisor for NHS England, Midlands and East (East), to request that public/patient/stakeholder involvement is included at all appropriate stages when NHS England is proposing any changes to the primary care estate. However, it should be noted that within the project initiation document (PID) which GP contractors currently complete to apply for approval from NHS England to move to the business case stage for the procurement and development of general practice premises, there is a section entitled 'Consistency with commissioning and estates plans'

which requires the GP contractor to provide details of 'any patient consultation that has or will be undertaken for this project and at what level'.

3.7 *'To recommend that action is taken to develop the Patient Participation Group for the Hopton and Stanton GP Practice'*

3.7.1 The existing virtual PPG group at Hopton and Stanton has been asked if it wanted to have face to face meetings, which it declined. The first of the September engagement events saw efforts from the practice manager to recruit patients to form a face to face group; or if there is no appetite for this, to join the virtual group.

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