



**Proposed changes to two
GP practices in Sandwel and one
GP practice in West Birmingham**

Public Consultation: February/March 2018



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Please read this document carefully and give us your feedback on what you think the best solution is for the general practice (GP) services we talk about. More information can be found on our website or you can get in touch with us.

You can give us your views by completing the survey at the end of this document or online at: www.sandwellandwestbhamccg.nhs.uk

For any queries email us at swbccg.engagement@nhs.net or call: **0121 612 1447**

We would like to encourage feedback from all sections of the community. If you require a hard copy of this public consultation document or a copy in an alternative format, please contact swbccg.engagement@nhs.net or call: **0121 612 1447**

**You have until Friday 2nd March to give us your feedback.
Postal questionnaires will be accepted up to Monday 5th March.**

1. Introduction

Sandwell and West Birmingham Clinical Commissioning Group (CCG) is a membership organisation involving 85 GP practices serving around 588,441 patients across the Sandwell and West Birmingham area. The CCG is responsible for choosing and buying health services for its population including local hospital services, GP services, community services, mental health services and more.

GP services within the 85 GP practices are provided through contracts. Most GP practices hold a GMS (General Medical Services) contract or a PMS (Personal Medical Services) contract. These contracts do not have an end date.

In addition to the above contracts, GP practices may hold an APMS (Alternative Provider Medical Services) contract. These are time limited contracts which are often used for enhancements of general practice services such as extended opening hours or providing additional services which are not covered in the other types of contract.

Of the 85 contracts we have in Sandwell and West Birmingham, 75 of the contracts are GMS, nine are PMS and four are APMS.

Out of the four APMS contracts, three of them are due to expire on 31st March 2019 and we must now decide what the future of these practices should be in order to best meet the health needs of our local population.

This consultation is to focus on the three APMS contracts being delivered at:

- Malling Health Parsonage Street, Parsonage Street, West Bromwich, B71 4DL
- Malling Health Great Bridge Health Centre, Charles Street, West Bromwich, B70 0BF
- Summerfield, GP and Urgent Care Centre, 134 Heath Street, Winson Green, Birmingham, B18 7AL.

The groups of people who may be affected by changes to the practices are:

- The patients of these practices
- The staff at these practices
- The family and carers of patients at these practices
- The staff, patients, families and carers at practices nearby
- Local residents who may want to use these services in the future

It is important that we have discussions and get feedback from these groups. We also welcome feedback and discussion with anyone who wishes to engage with us as part of this consultation.

2. The case for change

The review of these practices as their contracts come up for renewal is part of a wider transformation of health and social care services. Our strategy for primary care is set out in our General Practice Strategy 2016-21.

The diagram below outlines the aims of the strategy:



To help achieve this, the CCG is working towards:

- **Reduced variation in care** - improved access to appointments and encourage innovation in care across the area.
- **More practices working 'at scale'** - GP practices working together to improve access to appointments and offer additional services to patients.
- **Improved premises** - better practice premises to enable services to expand and offer modern healthcare in a modern environment.
- **Local solutions to address the workforce shortage** - attracting young people into entry level careers in primary care; attracting skilled and experienced people to return to clinical practice; and looking at new ways of working to ensure a more flexible resource.
- **Investment in general practice** - through our Primary Care Commissioning Framework which invests in health and wellbeing initiatives.
- **Care closer to home** - services which may have previously been provided in a hospital setting, taking place in primary and community settings instead.
- **Supporting urgent care** - taking the pressure off A&E by offering greater access to urgent care services in primary care.
- **Informed and engaged patients** - patients who know how to keep themselves well and take greater responsibility for their own health and how they use the NHS.

Our strategy has been built on the feedback we have received from patients, their carers and their communities over many years.

When considering the future of these APMS contracts we particularly want to consider how practices will work together 'at scale' in future; the suitability of the premises the practices are working from; and improving access to services for patients. Consideration of these factors will help to keep services that are safe and sustainable in the long term.



3. The options

We would now like your views on the options for each practice. We would like to know what you think about our suggestions, and what you think we should include in the future contracts.

PRACTICE ONE

Malling Health Parsonage Street, Parsonage Street, West Bromwich, B71 4DL

This contract commenced on 26th March 2009 and was awarded to Malling Health Ltd. The original contract term was due to expire on 31st March 2014. Malling Health was taken over by another company in 2015, Integral Medical Holdings (IMH) Group. The contract was extended until 31st March 2019 and it is not possible to extend the existing contract any further.

There are two parts to this contract:

1. The GP practice serves a registered list of 4,697 patients
2. The walk-in-centre serves the whole population.

Both parts of the contract will come to end in March 2019. **This consultation will only focus on the GP practice service.**

The walk-in service will be considered in a separate consultation, which is currently running as part of a consultation on the future of primary, community and urgent care services in the area. Visit www.sandwellandwestbhamccg.nhs.uk for more information on this.

The practice and its population

The practice provides general primary medical services to the registered list of patients between 8.00am to 6.30pm Monday to Friday. The practice serves a population of 4,697 patients.

The land where the Parsonage Street practice is located is under a lease agreement between the CCG and a private company. This lease agreement expires six months after the contract ends on 31st March 2019 and it is not possible to extend the existing contract further.

If the decision was to re-procure a GP practice in that area, the bidders would need to identify appropriate premises as part of their bid. This would result in a new GP practice not being located on the Parsonage Street site. Any new site is expected to be within a reasonable distance from Parsonage Street.

Other nearby practices

There are five practices within a 1 mile radius and within an approximate 20 minute walk away from Parsonage Street and all practices have an open list which means that they will accept new patient registrations.

Options

Option 1 - To re-procure the GP practice contract

This option would result in the APMS contract being put out to tender to provide GP services to accommodate the current patients plus potential to grow the practice population in the future. This process could take up to 12 months to complete.

Benefits	Drawbacks/risks
Retains a GP presence in that particular area	A new practice would not be able to provide services from the current building so new premises must be found
May be less disruptive to patients as they will not need to register with another practice	
Enhance capacity and maintain patient choice in the area	

Option 2 - To close the practice and move patients to other local practices

This option would mean allowing the APMS contract to expire and not procuring anything in its place. Patients would have to choose another practice to register with.

Benefits	Drawbacks/risks
There are five GP practices within a mile radius of the Parsonage Street practice which could accommodate the current registered patients.	All patients currently registered with the practice would need to register with another practice.
Patients may register with another practice at any time they choose and patients may identify an alternative practice closer to their home and more suitable to meet their needs	Patients may delay registering with a new practice putting themselves at risk by not having a GP.
	May cause disruption to patients i.e. some patients may have to travel further to access primary care.
	There would potentially be additional pressure on other local practices.

PRACTICE TWO

Malling Health Great Bridge Health Centre, Charles Street, West Bromwich, B70 0BF

This contract commenced on 26th March 2009 and was awarded to Malling Health Ltd. The original contract term was due to expire on 31st March 2014. Malling Health was taken over by another company in 2015, Integral Medical Holdings (IMH) Group. The contract was extended until 31st March 2019.

The practice and its population

The practice provides general primary medical services to the registered list of patients between 8.00am to 8.00pm from Monday to Friday. This is an extension of the opening hours of other GP practices which provide services between 8.00am and 6.30pm from Monday to Friday.

The practice serves a population of 4,291 patients.

The practice premises have been under a 10 year lease agreement with a private company. This lease agreement expires as the contract ends, however, there are options to renew.

Other nearby practices

There are seven practices within a 1 mile radius and within an approximate 20 minute walk away from Great Bridge Health Centre.

Although the local area appears to have a number of alternative GP practices within a 1 mile radius, with one practice being within a five minute walk away, the premises that these practices are operating from have little potential to expand and create additional capacity to absorb a large influx of new patients.

There are also a number of housing developments planned for the Great Bridge/Tipton area over the next few years which will result in approximately 1,800 additional households. This will further add to the pressures on primary care.



Options

Option 1 - To re-procure the GP practice contract

This option would result in the APMS contract being put out to tender to provide GP services to accommodate the current patients plus potential to grow the practice population in the future.

Benefits	Drawbacks/risks
Retains a GP presence in that particular area	Does not take advantage of providing primary care 'at scale' (described in the FAQs)
May be less disruptive to patients as they will not need to register with another practice	
Enhance capacity and maintain patient choice in the area – particularly as there is already pressure on primary care in the area and a growing population.	

Option 2 - To close the practice and move patients to other local practices

This option would mean allowing the APMS contract to expire and not procuring anything in its place. Patients would have to choose another practice to register with.

Benefits	Drawbacks/risks
Patients may register with another practice at any time they choose and patients may identify an alternative practice closer to their home and more suitable to meet their needs	There may not be enough capacity in the neighbouring practices to accommodate existing and patients who are new to the area.
	Patients may delay registering with a new practice putting themselves at risk by not having a GP.
	May cause disruption to patients i.e. some patients may have to travel further to access primary care.

PRACTICE THREE

Summerfield GP and Urgent Care Centre, 134 Heath Street, Winson Green, Birmingham, B18 7AL

This contract commenced on 18th December 2009 and was awarded to Virgin Care. The original contract was due to expire on 31st March 2014. The contract was extended until 31st March 2019. There are two parts to this contract:

1. The GP practice serves a registered list of 5,565 patients
2. A walk-in centre serves the whole population.

Both parts of the contract will come to end in March 2019. This consultation will only focus on the GP practice service.

The walk-in service element will be considered in a separate consultation which is currently running as part of a consultation on the future of primary, community and urgent care services in the area. Visit www.sandwellandwestbhamccg.nhs.uk for more information on this.

The practice and its population

The practice provides general primary medical services to the registered list of patients between 8.00am to 8.00pm from Monday to Sunday. This is an extension of the opening hours of other GP practices which provide services between 8.00am and 6.30pm from Monday to Friday.

The practice serves a population of 5,565 patients.

The practice premises are a purpose-built health centre with 15 years left on a 25 year lease.

Other nearby practices

Virgin Summerfield is based within Summerfield Primary Care Centre which it shares with three other GP practices. In addition to this there are six other GP practices that are within a mile away, which is approximately a 20 minute walk.



Options

Option 1 - To re-procure the GP practice contract

This option would result in the APMS contract being put out to tender to provide GP services to accommodate the current patients plus potential to grow the practice population in the future.

Benefits	Drawbacks/risks
May be less disruptive to patients as they will not need to register with another practice	Does not take advantage of providing primary care 'at scale'

Option 2 - To close the practice and move patients to other local practices

This option would mean allowing the APMS contract to expire and not procuring anything in its place. Patients would have to choose another practice to register with.

Benefits	Drawbacks/risks
Patients will be able to re-register at a practice within the same Primary Care Centre - minimising disruption.	May cause disruption to patients.
Vacant space within the Primary Care Centre could be used by other community/health services, enabling services to be provided closer to home.	Patients may delay registering with a new practice putting themselves at risk by not having a GP.

4. Which options will we choose?

At the moment we don't know which options we will choose because we need feedback - that is why we are running this consultation.

We need to understand what is important to all the people who have an interest in the future of the practices, particularly the patients.

We also need to understand if you think there are other options for the future of the practices we haven't considered.

The feedback you give us will inform our decision and help us to make the right choice for local GP services. It will also help us to know what to include in the contracts. We will also take into account other factors such as finance, buildings and building leases, and risks.

Once the consultation is complete, all of the feedback and any other information relating to the future of these contracts will be presented to the CCG's Primary Care Co-Commissioning Committee who will make the decision either to re-procure the contracts or close the practice. This decision will then go to the CCG's Governing Body.



5. Questionnaire

Thank you for reading this document so far. Please can you now take the time to answer the following questions. By answering these questions you will help us to understand what is important to you and what you think we should do.

These questions are about the future of three practices which deliver GP services. The walk-in service element will be considered in a separate consultation which is currently running as part of a consultation on the future of primary, community and urgent care services in the area.

Visit www.sandwellandwestbhamccg.nhs.uk for more information on this.

If you have any other ideas, please let us know so we can consider them.



Feedback Questionnaire

Please answer all questions that are relevant to you.

Q1. What is important to you in terms of your GP practice? (please tick all that apply).

- Offering a range of services
- Offering a choice of appointment times
- Fast access to an appointment
- Offering a large selection of GPs and nurses to see
- Use of modern technology to interact with clinicians (e.g. Skype, online consultations)
- Being able to pre-book appointments
- Being able to see the same doctor, nurse or other clinician
- How easy it is to get to the practice
- Being able to see a male/female GP
- Other, please state

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Q2. Please tick all practices where you have a particular interest (tick all that apply).

- Malling Health Parsonage Street, Parsonage Street, West Bromwich, B71 4DL
- Malling Health Great Bridge Health Centre, Charles Street, West Bromwich, B70 0BF
- Summerfield, GP and Urgent Care Centre, 134 Heath Street, Winson Green, Birmingham, B18 7AL.

Q3. Please tell us why you are particularly interested in the practice(s) (tick all that apply).

- I am a patient registered with the practice
- I am a family member or carer of a patient registered at the practice
- I am a patient at a neighbouring practice
- I am an employee or partner at one of the practices
- I am an organisation that works with the practice
- Other, please state

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In the following section, please answer all questions that are relevant to you:

Malling Health Parsonage Street, Parsonage Street, West Bromwich, B71 4DL

Complete this section if you have an interest in this practice. Otherwise skip to question 7.

Q4. What is your preferred option for Malling Health Parsonage Street?

Option 1 - To re-procure the GP practice contract

This option would result in the APMS contract being put out to tender to provide GP services to accommodate the current patients plus potential to grow the practice population in the future.

Option 2 - To close the practice for patients to choose another local practice to register with

This option would mean allowing the APMS contract to expire and not procuring anything in its place. Patients would need to register with another practice.

Q5a. What impact would Option 1 have on you?

- No impact
- Positive impact
- Negative impact
- Prefer not to say

Q5b. If the impact is negative, please outline your concerns?

Q5c. If the impact is positive, please tell us why?



Q6a. What impact would Option 2 have on you?

- No impact
- Positive impact
- Negative impact
- Prefer not to say

Q6b. If the impact is negative, please outline your concerns?

Q6c. If the impact is positive, please tell us why?



Malling Health Great Bridge Health Centre, Charles Street, West Bromwich, B70 0BF

Complete this section if you have an interest in this practice. Otherwise skip to question 10.

Q7. What is your preferred option for Malling Health Great Bridge Health Centre?

Option 1 - To re-procure the GP practice contract

This option would result in the APMS contract being put out to tender to provide GP services to accommodate the current patients plus potential to grow the practice population in the future.

Option 2 - To close the practice for patients to choose another local practice to register with

This option would mean allowing the APMS contract to expire and not procuring anything in its place. Patients would need to register with another practice.

Q8a. What impact would Option 1 have on you?

- No impact
- Positive impact
- Negative impact
- Prefer not to say

Q8b. If the impact is negative, please outline your concerns?

Q8c. If the impact is positive, please tell us why?



Q9a. What impact would Option 2 have on you?

- No impact
- Positive impact
- Negative impact
- Prefer not to say

Q9b. If the impact is negative, please outline your concerns?

Q9c. If the impact is positive, please tell us why?



Summerfield GP and Urgent Care Centre, 134 Heath Street, Winson Green, Birmingham, B18 7AL.

Complete this section if you have an interest in this practice. Otherwise skip to question 13.

Q10. What is your preferred option for Malling Health Great Bridge Health Centre?

Option 1 - To re-procure the GP practice contract

This option would result in the APMS contract being put out to tender to provide GP services to accommodate the current patients plus potential to grow the practice population in the future.

Option 2 - To close the practice for patients to choose another local practice to register with

This option would mean allowing the APMS contract to expire and not procuring anything in its place. Patients would need to register with another practice.

Q11a. What impact would Option 1 have on you?

- No impact
- Positive impact
- Negative impact
- Prefer not to say

Q11b. If the impact is negative, please outline your concerns?

Q11c. If the impact is positive, please tell us why?



Q12a. What impact would Option 2 have on you?

- No impact
- Positive impact
- Negative impact
- Prefer not to say

Q12b. If the impact is negative, please outline your concerns?

Q12c. If the impact is positive, please tell us why?

Q13. Are there any reasons why the proposed changes would affect you more than any other person? (for example, due to age, mobility, sexuality, gender, race, religion etc.) and how can we overcome this?



Why are we asking you about your personal information?

It is important for us to listen and hear from as many people as possible. The following information will allow us to ensure that we collect the views of our diverse population.

Q1. What is your ethnic group?

White

- English, Welsh, Scottish, Northern Irish, British
 - Irish
 - Gypsy / Irish Traveller
 - Any other White background, please describe
-

Mixed / Multiple Ethnic:

- White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other Mixed / Multiple ethnic background, please describe
-

Asian / Asian British:

- Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background, please describe
-

Black / African / Caribbean / Black British:

- African
 - Caribbean
 - Any other Black / African / Caribbean background, please describe
-

Any other ethnic group

- Arab
 - Any other ethnic group, please describe
-

Q2. What is your gender?

- Male
 - Female
 - Transgender
 - Prefer not to say
 - Other (please state)
-



Q3. Are your day-to-day activities limited by a health problem or disability which has lasted or is expected to last over 12 months?

- Yes, limited a lot Yes, limited a little No

Q4. Which of the following age categories do you fit into?

- Up to 17 18 -24 25 - 34 35 - 44
 45 - 54 55 - 64 65 - 74 75+
 Prefer not to say

Q5. What is your religion?

- No religion Christian Buddhist Hindu
 Jewish Muslim Sikh Prefer not to say
 Other (please state)

Q6. Which of the following options best describes how you think of yourself?

- Heterosexual or straight Gay or Lesbian Bisexual
 Prefer not to say Other (please state)

6. How to submit your answers and comments

You can post your completed questionnaire to:

Business Reply Plus
Licence Number
RTHG-KAKC-RTBZ

Engagement

Sandwell and West Birmingham
Clinical Commissioning Group
Kingston House
438 High Street
West Bromwich B70 9LD

Please ensure you use the capital letters as shown above, so that the Post Office's machines can read the address automatically.



7. Frequently Asked Questions

What is primary care 'at scale'?

Primary care at scale is when GP practices in a local area work together to share their experience and knowledge and also enable them to offer an improved service to patients, for example, more appointments outside normal opening hours.

What is procurement?

Procurement is the obtaining or buying of goods and services. When a service is already being provided and an organisation is looking to extend a contract or for a new provider, this is called "re-procurement."

What is the process for re-procurement?

Procurement is a legally required formal process with rules that provides a fair way of choosing a contract holder.

Because we have to go through a procurement process we cannot guarantee that the people who currently deliver the services at these GP practices will continue to deliver them in the future. They will have the opportunity to bid for any of the contracts that are taken forward, but will have to compete fairly with any qualified provider that also chooses to bid.

Staff, in the practices that are re-procured may change employers. If this happens then they will still have a job at that new practice as their employment will be protected by TUPE law. TUPE laws help staff when the job they do moves to a different organisation. It means that if over half of their job moves to a new organisation, they will be given the chance to move too.

For the practices that go through procurement, the process will take up to 12 months. After this there will be a short time when everything is finalised and the handover happens, so it is unlikely that patients at those practices will notice the change for a year.

What is the process for closing a practice?

If practices do not have their contracts renewed and their contract is not re-procured we will focus on supporting patients to find another GP practice. In those circumstances, we will start to contact you six months in advance to recommend that you choose another practice to register at. We will support all patients to register at another practice and will make sure they continue to have access to GP services.

A large, stylized graphic in shades of blue and purple. It depicts a hand with fingers curled, holding a globe. The globe is composed of several curved segments, suggesting latitude and longitude lines. The overall style is modern and abstract.

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