

# Proposed Changes to 2 GP practices in Sandwell and 1 GP practice in West Birmingham

# Introduction

- The consultation is being led by Sandwell and West Birmingham Clinical Commissioning Group (CCG); a membership organisation made up of 85 GP practices. The CCG is responsible for buying a range of health services for it's population, including GP services.
- Most of our GP practices hold a General Medical Services (GMS) contract with us which do not have an end date. However, a small number of practices hold an Alternative Provider Medical Services (APMS) contract which are only for a fixed term.
- 3 of our APMS contracts are due to naturally expire on 31<sup>st</sup> March 2019 and we must now decide what the future of these practices should be in order to best meet the health needs of the local population.

The GP practices being reviewed as part of the consultation due to their contracts coming to an end include:

- Mallings Health Centre Sandwell, Parsonage Street, West Bromwich
- Mallings Health Great Bridge, Charles Street, West Bromwich
- Summerfield GP Practice (attached to the urgent care centre)

All of these contracts were originally due to expire in March 2014, and have already been extended for 5 years. It is not possible for the current contracts to be extended any further.

This consultation focuses on GP services for registered patients only. We will be having separate conversations at a later date, in terms of the associated walk-in services at two of these practices

# Malling Health Sandwell

## Parsonage Street, West Bromwich

- Serves a registered list of 4,697 patients
- Malling Health taken over by Integral Medical Holdings (IMH) in 2015
- Attached to walk-in service for whole population
- Land where the practice is located is under a lease agreement, which expires six months after the contract ends on 31<sup>st</sup> March
- Five practices in a 1 mile radius (nearest Carters Green Medical Centre and Clifton Lane Surgery)



# Malling Health Great Bridge, Charles Street, West Bromwich

- Serves a registered list of 4,291 patients
- Malling Health taken over by Integral Medical Holdings (IMH) in 2015
- Seven practices in a 1 mile radius (nearest on Slater Street followed by Horseley Heath)



# Summerfield GP Practice

## Heath Street, Winson Green

- Serves a registered list of 5,565 patients
- Contract with Virgin Care
- Attached to walk-in service for whole population
- Co-located with 3 other GP practices in the Summerfield Primary Care Centre
- An additional six practices in a 1 mile radius



# The options for each practice

- **Option 1 – To re-procure the GP practice contract**

This would result in the contract being put out to tender, which is a competitive process for any qualified provider to apply for the contract.

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

This would mean allowing the contract to come to a natural end and not procuring anything in its place. Patients would have to choose another practice to register with.



# Consultation activities to date





# Stakeholders

healthwatch

bvsc  
the centre for voluntary action

SCVO  
Scottish Charity Voluntary Organisation



virgincare

Malling Health  
Parsonage Street GP Practice

Malling Health  
Great Bridge



Sandwell  
Metropolitan Borough Council

NHS  
Sandwell and West  
Birmingham Hospitals  
NHS Trust

NHS  
England



Birmingham City Council

SANDWELL  
LOCAL PARTNERSHIP FORBODDERLEY

LPC Sandwell

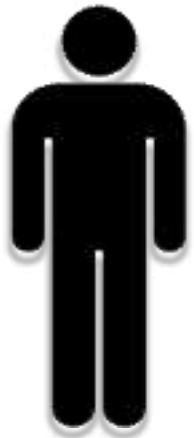
Birmingham Community Healthcare NHS  
NHS Foundation Trust

BLPC Birmingham LPC

Birmingham  
LOCAL MEDICAL COMMITTEE



# Overall response to date



**143 attended  
outreach activities**



**493 completed  
questionnaires**



**#?? 80 Telephone calls**

# Interim questionnaire results



- 493 questionnaires completed in total
- Majority completed online
- 84% completed by patients registered at one of the practices

## Breakdown of respondents:

| ANSWER CHOICES  | RESPONSES |     |
|---|-----------|-----|
| I am a patient registered with one of the practices                           | 84.57%    | 411 |
| I am a family member or carer of a patient registered at one of the practices | 2.06%     | 10  |
| I am a patient at a neighbouring practice                                     | 2.67%     | 13  |
| I am an employee or partner at one of the practices                           | 5.56%     | 27  |
| I am an organisation that works with one of the practices                     | 1.23%     | 6   |
| Other (please state)  | 3.91%     | 19  |
| TOTAL   |           | 486 |

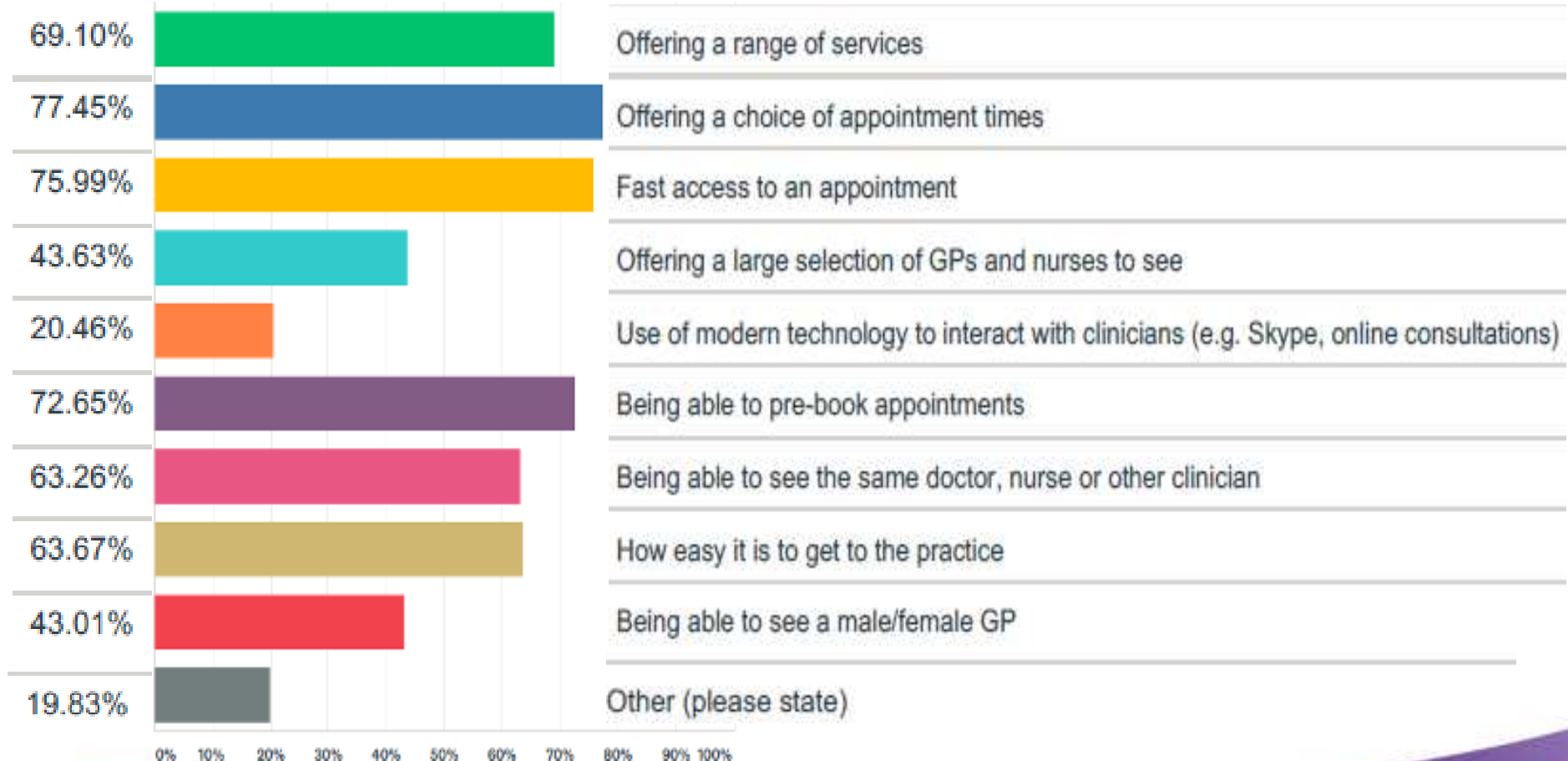


# Response by practice

Respondents were asked to select which practice/s they had an interest in:

| ANSWER CHOICES   | RESPONSES |     |
|--|-----------|-----|
| Malling Health Parsonage Street, Parsonage Street, West Bromwich, B71 4DL (Go to page 2)   | 42.01%    | 205 |
| Malling Health Great Bridge Health Centre, Charles Street, West Bromwich, B70 0BF (Go to page 3)                                 | 51.64%    | 252 |
| Summerfield GP Practice (attached to the Urgent Care Centre), 134 Heath Street, Winson Green, Birmingham, B18 7AL (Go to page 4) | 18.44%    | 90  |
| Total Respondents: 488   |           |     |

# What's important to people in terms of their GP practice?





# Preferred options

| <b>Malling Health Sandwell,<br/>Parsonage Street</b><br>(250 responses)  | <b>Malling Health Great Bridge</b><br>(218 responses)  | <b>Summerfield GP Practice<br/>(Virgin Care)</b><br>(82 responses)   |
|--|--|--|
| <ul style="list-style-type: none"> <li>• 95% prefer option 1</li> <li>• 5% prefer option 2</li> <li>• 68% felt that the impact of option 1 would be positive compared to 5% for option 2</li> <li>• 9% felt the impact of option 1 would be negative compared to 74% for option 2</li> </ul> | <ul style="list-style-type: none"> <li>• 96% prefer option 1</li> <li>• 4% prefer option 2</li> <li>• Most people (80%) felt that the impact of option 1 would be positive compared to 6% for option 2</li> <li>• 2% felt the impact of option 1 would be negative compared to 80% for option 2</li> </ul> | <ul style="list-style-type: none"> <li>• 91% prefer option 1</li> <li>• 9% prefer option 2</li> <li>• 59% felt that the impact of option 1 would be positive compared to 3% for option 2</li> <li>• 7% felt the impact of option 1 would be negative compared to 59% for option 2</li> </ul> |

# Anecdotal feedback

## Malling Health - Parsonage Street



“We are very happy with the service there and very disappointed to think that you’re even contemplating closing it down”

“Other practices are too busy, you can’t get an appointment for 3 weeks. That’s why I moved to this practice. It will be worse if everyone moves to those practices”

“My concern is for the elderly and people who have mobility issues. They need something nearby in short walking distance”

“We need a practice in this area. The other practices are too far and a lot of people can’t afford the travel expenses. It’s a couple of days of food for some people”

“Think about the impact on local pharmacies, who have longstanding relationships with patients”

# Anecdotal feedback

## Malling Health – Great Bridge

“It would be good to have the chance to stay at the same facilities and accommodate the service users needs. Other GP’s may not have the space for potentially 5000 new patients”



“ This is a good surgery with great access and I have yet to have a problem getting an appointment when needed. And waiting times are very good. This is important when you have a small child that get’s easily frustrated”

“ This is my GP practice and I do not want to move to another one. I like this practice”

“I’m fed up of finding new doctors to see. It delays treatment and breaks continuity of care; Having to rebuild a Dr-Patient relationship again”

“It creates an unstable atmosphere for the patients if we keep changing everything”

# Anecdotal feedback

## Summerfield GP Practice

"I have been with this practice and GP for many years. It is very convenient for me and I am very happy here. I do not want to change and would like to continue here"



"I get tired of explaining my conditions to different doctors. My previous practice closed and these doctors are beginning to understand my condition. I don't want to start all over again"

"The Summerfield GP practice is the only one in the area who is open till late daily. I'm working and my child is in school"

"As an OAP it is good to be registered with a practice which nearly always has an appointment available. And the fact I don't have to travel a great distance is also an advantage"

"I would be concerned that the services may not be as good as they are now"

# GP members feedback

There has been mixed feedback to date:

- Some members are keen for option 1 as they are interested in the potential procurement opportunity
- Some members are keen for option 2 as they are interested in attracting the affected patients if they need to register elsewhere
- Some are concerned about option 2 in terms of whether they would be able to cope with a huge influx of new patients





# Upcoming consultation activities

- Consultation period extended to 16<sup>th</sup> April 2018
- Proactive/ targeted consultation in practice waiting rooms (potentially with the help of PPG members)
- Use of Language Line facility and/or Interpreters
- Additional patient/ carer meetings at affected practices
- Text messages from the affected practices to send out to all patients who have a mobile phone
- Further press release and social media activity

# Questions



# Thank You