

## Delegated commissioning of primary care services

From 1 April 2018, NHS Bristol, North Somerset and South Gloucestershire CCG took further control of the planning, strategic direction, priority setting and decision making around primary care services on behalf of patients. This means that the CCG has taken over the budget and will now agree all general medical services contracts with local GP Practices.

### Benefits of commissioning primary care

The overall benefits of assuming responsibility of delegated commissioning of Primary Care Medical Services will support the development of locality provider boards and transformation plans within the CCG affordability envelope. This will enable the CCG to implement our vision to create a vibrant and innovative general practice which delivers high quality, clinically effective, integrated care based around the needs of the local population.

- To proactively work with individual practices to develop resilience and sustainability
- To have more control, flexibility and influence over how primary care is developed
- To drive up quality of primary care, and improve access to primary medical services
- To develop the foundations for a more sustainable and stable general practice
- The scope for improved system-wide financial management.

### Governance

The CCG has established a Primary Care Commissioning Committee. This Committee will oversee governance arrangements and make decisions on commissioning and contracting of services from general practices and improvements in quality and practices performance. NHS England will continue to monitor the CCG in how it delivers this and its other responsibilities.

The Committee's terms of reference are included in the CCG's Constitution. The Committee will meet regularly to transact its business and members of the public are invited to attend these meetings as observers, but there will be no facility for public questions.

The Primary Care Commissioning Committee is a public meeting and the papers are available here: <https://bnssgccg.nhs.uk/events/>

## FAQs

The below Frequently Asked Questions (FAQs) are intended to make clear what delegated commissioning means for General Practice.

### What is covered under delegated commissioning?

Under delegated commissioning the CCG is responsible for:

- a) decisions in relation to the commissioning, procurement and management of Primary Medical Services Contracts, including but not limited to the following activities:
  - i. decisions in relation to Enhanced Services
  - ii. decisions in relation to Local Incentive Schemes (including the design of such schemes)
  - iii. decisions in relation to the establishment of new GP practices (including branch surgeries) and closure of GP practices
  - iv. decisions about 'discretionary' payments
  - v. decisions about commissioning urgent care (including home visits as required) for out of area registered patients.
- b) the approval of practice mergers
- c) planning primary medical care services in the area, including carrying out needs assessments
- d) undertaking reviews of primary medical care services in the Area;
- e) decisions in relation to the management of poorly performing GP practices and including, without limitation, decisions and liaison with the CQC where the CQC has reported non-compliance with standards (but excluding any decisions in relation to the performers list)
- f) management of the Delegated Funds in the Area
- g) Premises Costs Directions functions
- h) co-ordinating a common approach to the commissioning of primary care services with other commissioners in the area where appropriate.

### What is the CCG still not responsible for under delegated commissioning?

NHS England will retain:

- a. management of the national performers list
- b. management of the revalidation and appraisal process
- c. administration of payments in circumstances where a performer is suspended and related performers list management activities
- d. Capital Expenditure functions
- e. section 7A functions under the NHS Act
- f. functions in relation to complaints management
- g. decisions in relation to the Prime Minister's Challenge Fund; and
- h. such other ancillary activities that are necessary in order to exercise the Reserved Functions.

The Locally enhanced services commissioned by Local Authorities will continue to be commissioned and managed by Local Authorities.

NHS E public health will retain the commissioning of vaccinations and immunisation.

### When will the CCG become the first point of contact for practices under delegated commissioning?

Since Monday 15 October, all practice claims should be sent to the CCG and not NHS England.

From 1 November all contract issues within scope of delegation should go to CCG leads.

### How can my practice make relevant claims under delegation?

Since Monday 15 October, all practice claims need to be sent to the following email address:

	<b>New BNSSG CCG email address</b>	<b>Old NHS England email address (not to be used after 15 October 2018)</b>
<b>Rent</b>	<a href="mailto:bnssg.premises.rent@nhs.net">bnssg.premises.rent@nhs.net</a>	<a href="mailto:England.premises.rent@nhs.net">England.premises.rent@nhs.net</a>
<b>Rates</b>	<a href="mailto:bnssg.premises.rates@nhs.net">bnssg.premises.rates@nhs.net</a>	<a href="mailto:England.premises.rates@nhs.net">England.premises.rates@nhs.net</a>
<b>Water</b>	<a href="mailto:bnssg.premises.water@nhs.net">bnssg.premises.water@nhs.net</a>	<a href="mailto:England.premiseswater@nhs.net">England.premiseswater@nhs.net</a>

## **Payment Dates**

In line with current arrangements, the CCG will process claims received to the above email addresses and add them to the payment schedules sent to Primary Care Support England (PCSE). They will be paid on the next available scheduled payment run, and received by practices on either the 15th or the 30th of the month.

## **Remittance Advice**

Detail of any payment previously made by NHSE that is now BNSSG CCG responsibility will continue to be available on individual practice statements on the Open Exeter system.

For all other payments to practices made by BNSSG CCG (e.g. LES claims, PMS re-investments, membership engagement, etc.) a monthly statement will be sent to practices detailing all payments made in the month.

These statements will be sent from [bnssg.pc.finances@nhs.net](mailto:bnssg.pc.finances@nhs.net) Please send any queries relating to payments to this address.

## **How will the CCG communicate with practices moving forward?**

The CCG will continue to use the CCG weekly email bulletin to update practices concerning all primary care related matters. The CCG recognises the requirement to target communications to different primary care audiences moving forward and will endeavour to make improvements over the coming months.

## **Who should practices contact with questions related to Primary Care?**

The CCG is configured to support primary care across the functions of: -

- Area Teams
- Contracts
- Contract Finance
- Estates
- Medical Directorate
- Medicine Optimisation
- Quality team

The CCG recognises this might be confusing to general practice and has laid out below when, where and how practices might engage CCG staff. The below sets out the different teams, what each are responsible for, and best ways to contact them.

The NHS England team can still be contacted through their usual routes for functions that have not passed to the CCG under delegation. If in doubt the main email contact is [england.primarycaremedical@nhs.net](mailto:england.primarycaremedical@nhs.net)

## Area Teams

	<p><b><u>Ruth Thomas, Head of Locality Development (South Glos)</u></b> <a href="mailto:ruth.thomas3@nhs.net">ruth.thomas3@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>• Membership engagement</li><li>• Integrated community localities and Locality Transformation Scheme delivery, including capital projects</li><li>• Locality implementation of STP and CCG strategies and plans</li><li>• Provider locality engagement</li></ul>
	<p><b><u>Mel Green, Head of Locality Development (North Somerset)</u></b> <a href="mailto:melanie.green@nhs.net">melanie.green@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>• Membership engagement</li><li>• Integrated community localities and Locality Transformation Scheme delivery, including capital projects</li><li>• Locality implementation of STP and CCG strategies and plans</li><li>• Provider locality engagement</li></ul>
	<p><b><u>Joe Poole, Head of Locality Development (Bristol)</u></b> <a href="mailto:joe.poole@nhs.net">joe.poole@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>• Membership engagement</li><li>• Integrated community localities and Locality Transformation Scheme delivery, including capital projects</li><li>• Locality implementation of STP and CCG strategies and plans</li><li>• Provider locality engagement</li></ul>

## Contracts team

	<p><b><u>David Moss – Head of Primary Care Contracts</u></b>  <a href="mailto:David.moss4@nhs.net">David.moss4@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"> <li>- Oversight of all contractual matters</li> <li>- Procurement</li> <li>- List Dispersals</li> </ul>
	<p><b><u>Louisa Darlison – Senior Contract Manager</u></b>  <a href="mailto:Louisa.darlison@nhs.net">Louisa.darlison@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"> <li>- NHS Standard Contract</li> <li>- Improved Access</li> <li>- Locally Enhanced Service contracts</li> <li>- Developing Locality Contracting model</li> </ul>
	<p><b><u>Stephanie Maidment – Senior Contract Manager</u></b>  <a href="mailto:stephanie.maidment1@nhs.net">stephanie.maidment1@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"> <li>- Applications for closed lists</li> <li>- branch surgery closures</li> <li>- boundary changes</li> </ul>
	<p><b><u>Peter Purdie – Deputy Contract Manager</u></b>  <a href="mailto:peter.purdie@nhs.net">peter.purdie@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"> <li>- Payments under the contract</li> <li>- CQRS (DES and QOF payments)</li> <li>- E-Declaration</li> <li>- Locum reimbursement approvals</li> </ul>
	<p><b><u>Ben Williams-Shaw – Contract Support Officer – Primary Care</u></b>  <a href="mailto:ben.williams-shaw@nhs.net">ben.williams-shaw@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"> <li>- Contract reviews and generating payment for estates</li> <li>- Co-ordinates three yearly cycle of District Value visits</li> <li>- Supporting Peter to manage payments</li> </ul>

The team work from a generic email address to ensure we can provide resilience in times of annual leave and absence [BNSSG.PC.contracts@NHS.net](mailto:BNSSG.PC.contracts@NHS.net)

## Estates

	<p><b><u>Graham Wilson</u></b> <b><u>Interim Head of Corporate Operations and Strategic Estates</u></b> <a href="mailto:graham.wilson3@nhs.net">graham.wilson3@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>• Ensure all estate reviews are undertaken as appropriate in line with Premises Directions or in line with the requirements agreed for new schemes</li><li>• Lead the development and implementation of the CCG Estates Strategy for the STP Issues relating to NHSPS / CHP Landlords</li><li>• Work with Primary and Community Care providers on all estate related matters including compliance.</li></ul>
	<p><b><u>Tim James, Estates Manager</u></b> <a href="mailto:tim.james1@nhs.net">tim.james1@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>• Supporting primary care and other providers on development schemes associated with Primary Care and Community Services</li><li>• Responsible for monitoring of development revenue and capital schemes as to progress</li><li>• Ensure all appropriate estate reviews/reimbursements are undertaken as appropriate in line with premises directions or in line with the requirements agreed for new schemes.</li></ul>

## GP Information Technology (IT) and Information Governance (IG)

	<p><b><u>Jane Schofield, Informatics Consultant – Digital Transformation</u></b> <a href="mailto:jane.schofield@nhs.net">jane.schofield@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>• Service lead representing SCW CSU IM&amp;T services – escalation of service issues including project and programme delivery if normal routes don't work for you</li><li>• GP IM&amp;T including GP IT Operating Framework and Primary Care Enabling Services (PCES)</li></ul>
---	---

IT service desk should be the first point of contact for all IT issues:  
[scwcsu.itservicedesk@nhs.net](mailto:scwcsu.itservicedesk@nhs.net)

**Medical Directorate – Commissioning and Primary Care**

	<p><b><u>Jenny Bowker – Head of Primary Care Development</u></b>  <a href="mailto:jenny.bowker1@nhs.net">jenny.bowker1@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"> <li>• Developing the primary care strategy and plan</li> <li>• Delivering GPFV in BNSSG</li> <li>• Developing the primary care workforce</li> <li>• Improving the resilience of our practices</li> <li>• Developing a culture of quality improvement</li> <li>• Supporting primary care at scale</li> </ul>
	<p><b><u>Gillian Cook – Primary Care Workforce Development Lead</u></b>  <a href="mailto:gillianh.cook@nhs.net">gillianh.cook@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"> <li>• Developing the BNSSG Primary Care Workforce Programme and working with key partner organisations to support primary care workforce development</li> <li>• Workforce profiling and developing capacity and demand analysis to respond to new models of care</li> <li>• Developing the pipeline for our primary care workforce</li> <li>• Developing recruitment and retention initiatives</li> <li>• Leading and co-ordinating initiatives which promote the development of skill mix and new roles within primary care.</li> </ul>
	<p><b><u>Bev Haworth – Models of Care Development Lead</u></b>  <a href="mailto:b.haworth@nhs.net">b.haworth@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"> <li>• Supporting the delivery of the BNSSG Primary Care Strategy and local implementation of the GP Forward View.</li> <li>• Programme management support to the STP General Practice Transformation and Resilience programme</li> <li>• Developing new models of care for urgent care and integrated care in primary care.</li> <li>• Working with the digital transformation lead to support the primary care digital strategy including:             <ul style="list-style-type: none"> <li>○ New ways of accessing care e.g. online consultations</li> <li>○ Telephony and IT integration at scale</li> <li>○ Inter-operability including 111 direct booking into primary care.</li> </ul> </li> </ul>

	<p><b><u>Susie McMullen – Resilience and Quality Improvement Lead</u></b> <a href="mailto:susanna.mcmullen@nhs.net">susanna.mcmullen@nhs.net</a></p>
	<p><b><u>Denys Rayner – Intensive Support Site Programme Manager</u></b> <a href="mailto:denys.rayner@nhs.net">denys.rayner@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>• Implementation of GPFV, in particular the ten High Impact Actions to release time for care.</li><li>• Developing a programme of work to support resilience in primary care, including targeted work with individual practices</li><li>• Working with the quality team to identify good practice and areas which may need support</li><li>• Working with the quality team to develop a culture of quality improvement in primary care.</li></ul> <p>Responsible for:</p> <ul style="list-style-type: none"><li>- Programme management of the Intensive Support Scheme covering the Weston and Worle Locality area.</li><li>- Providing leadership and support to the programme to ensure delivery by March 2019. The programme aims to improve the retention and recruitment of GPs and clinical staff by focussing in particular on reducing the workload for all practices.</li><li>- Developing a legacy for the programme beyond March 2019 including spreading learning across BNSSG.</li></ul>

## Medicines Optimisation

	<p><b><u>Debbie Campbell</u></b> <b><u>Deputy Director (Medicines Optimisation)</u></b> <a href="mailto:Debbie.campbell@nhs.net">Debbie.campbell@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>- Overall responsibility for CCG medicines optimisation</li><li>- Senior responsible officer</li></ul>
   	<p><b><u>Principal Medicine Optimisation Pharmacist</u></b></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>- Management and planning of GP Medicine optimisation work</li><li>- Communication to practices re performance, guidelines</li><li>- Medicine optimisation newsletter</li><li>- Prescribing scheme</li></ul> <p><b>Kate Davis (Bristol Localities)</b> <a href="mailto:Kate.davis6@nhs.net">Kate.davis6@nhs.net</a></p> <p><b>Helen Wilkinson- (South Glos Locality)</b> <a href="mailto:hwilkinson1@nhs.net">hwilkinson1@nhs.net</a></p> <p><b>Johanna Topps</b> (Wednesday, Thursday, Friday) <a href="mailto:Johanna.topps@nhs.net">Johanna.topps@nhs.net</a></p> <p><b>Sasha Beresford</b> (Tuesday, Wednesday, Thursday) <a href="mailto:Sasha.beresford2@nhs.net">Sasha.beresford2@nhs.net</a></p> <p><b>VACANCY – North Somerset Locality</b></p>

## Quality

	<p><b><u>Bridget James, Associate Director of Quality</u></b> <a href="mailto:bridget.james2@nhs.net">bridget.james2@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>- Quality Lead for Primary Care</li><li>- Supporting the development of a culture of quality improvement</li><li>- Provides support following CQC visits where improvements are required</li><li>- Management of Serious Incidents and Significant Event Audit (SEA) reporting</li><li>- Providing collation and dissemination of system learning</li><li>- Oversees safeguarding concerns</li></ul>
---	---

## Finance

	<p><b><u>Rob Ayerst, Head of Contract Finance, Primary Care</u></b> <a href="mailto:rob.ayerst@nhs.net">rob.ayerst@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>- Oversight of all contractual matters</li><li>- Procurements</li><li>- Signs off contract payment changes</li></ul>
	<p><b><u>Mat Barz, Assistant Head of Finance, Primary Care</u></b> <a href="mailto:matthew.barz@nhs.net">matthew.barz@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>- Overseeing processing of claims and payments</li></ul>
	<p><b><u>Dave Nicklen, Management Accountant, Primary Care</u></b> <a href="mailto:dnicklen@nhs.net">dnicklen@nhs.net</a></p> <p>Responsible for:</p> <ul style="list-style-type: none"><li>- Receiving and responding to payment queries received from practices via <a href="mailto:bnssg.pc.finances@nhs.net">bnssg.pc.finances@nhs.net</a></li><li>- Sends out monthly payments schedule.</li></ul>