

# Primary Care Commissioning Committee

Date: Tuesday 30<sup>th</sup> April

Time: 9:00 -12:00pm

Location: Vassall Centre, Gill Avenue, Bristol, BS16 2QQ

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## Agenda item: 7

### Report title: Bishopston & Northville APMS Contracts

Report Author: David Moss, Head of Primary Care Contracts & Stephanie Maidment,  
Senior Contracts Manager

Report Sponsor: Lisa Manson, Director of Commissioning

#### 1. Purpose

This paper will update PCCC on the strategic plan for the future commissioning and contracting of primary care services for the populations currently served by the Bishopston and Northville medical practices. It also details the planned engagement and key messages for stakeholders and patients.

#### 2. Recommendations

The Primary Care Commissioning Committee (PCCC) is asked to

- note the next steps for engagement with both patients and local stakeholders
- note the communications strategy and key messages
- recognise the intention to bring a paper to PCCC in June 2019 for decision

#### 3. Executive Summary

The Northville and Bishopston GP contracts are both due to expire at the end of September 2019. These contracts jointly provide primary care services to over 15,000 patients and are currently managed by BrisDoc. The CCG primary care contracts team are working closely with the incumbent provider and its staff as the patient and stakeholder engagement commences.

#### **4. Financial Resource Implications**

There are no financial resource implications highlighted within this paper.

#### **5. Legal Implications**

There are no legal implications highlighted within this paper.

#### **6. Risk Implications**

There are no risk implications highlighted within this paper.

#### **7. Implications for Health Inequalities**

Primary care services are universal, and any contract solutions will affect the whole population served. Initial Equality and Quality impact assessments have been undertaken. These documents are iterative, and will be reviewed and developed further as feedback from the engagement is collated.

#### **8. Implications for Equalities (Black and Other Minority Ethnic / Disability / Age issues)**

Primary care services are universal and the options explored in this paper will support appropriate delivery of these services, and will identify the benefits for the whole population including those with protected characteristics. An Equality Impact Assessment has been completed and will be updated once engagement feedback is collated.

#### **9. Implications for Public Involvement**

There are direct implications for public involvement outlined in this paper. A strategy for Engagement and Communications with all stakeholders and patients has been developed. The attached paper provides further detail regarding the public involvement.

## Agenda item: 7

### Report title: Bishopston & Northville APMS Contracts

#### 1. Background

The Bishopston and Northville APMS contracts are due to expire on September 30th 2019. These contracts provide primary medical services to over 15,000 patients. Both contracts were procured temporarily by NHSE as APMS contracts following hand back by the GP partnerships between 2016 and 2018, and are currently managed by BrisDoc.

Following the contract awards to BrisDoc, NHS England informed stakeholders that once the new management team was in place, work would be undertaken with patients, the wider community and other health and care services, to work out what services the practices and local areas need for the future. The CCG is now due to commence this work over the coming weeks.

PCCC approved contract extensions to the end of September 2019 in October 2018, allowing the Primary Care teams to support a detailed and thorough engagement process and ensuring patient views can be incorporated into the design of any future service.

#### 2. Key Messages

As the engagement commences, the CCG recognise it is important to encourage open communication between the CCG, patients of Bishopston and Northville medical practices and key stakeholders.

The CCG Contracts and Communications teams have developed a detailed engagement and communications plan to support this process, leading up to the APMS contract expiries at the end of September 2019, to ensure that stakeholders and patients remain regularly briefed of the options and the progress to agree a solution.

The key messages are as follows:

- **Patients do not need to do anything and can continue to use their GP Services as usual**
- Over the next few months, Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) will be working with local GP practices and providers to ensure ongoing GP provision from 1<sup>st</sup> October 2019.

- There are several possible outcomes of this work, and for patients these could mean
  - 1) They will attend the same surgery, with the current GP practice or
  - 2) They will attend the same surgery, with a new GP practice or
  - 3) They will attend another local GP practice
- The CCG are committed to ensuring patients at both Bishopston Medical Practice and Northville Family Practice receives the best quality services. It will be business as usual at the GP surgeries until a decision is made when the CCG will write to patients with an outcome.
- Drop-in sessions have been organised for patient in order for patients to share information and to raise any concerns or queries. Dates have been shared in a patient letter being sent to every home, and will be advertised in your local GP practice.
- A survey designed to collate patient views on the services received to date and as part of a future offer, will be provided at a Survey Monkey link (again shared in the patient letter), and on paper within the practices. The information gathered will be used to develop the solution, and a 'You said, we did' report will be developed and published.
- If patients have any queries, they are advised to contact the Customer Services team by:
  - **Calling:** Customer Services - 0800 073 0907
  - **Emailing:** [Bnssg.customerservice@nhs.net](mailto:Bnssg.customerservice@nhs.net)
  - **Writing:** Customer Services, South Plaza, Marlborough Street, Bristol, BS1 3NX

### **a. Stakeholder Engagement and Communication**

The CCG have written to all local stakeholders, and a copy of this letter is attached at Appendix 1. Area Directors have arranged meetings with local MPs and councillors to ensure any concerns and queries can be heard and appropriately responded.

The CCG contracts team has met with surrounding GP practices to ensure they remain briefed to answer any questions and queries from the public. FAQs have been provided to each practice to ensure that any questions can be answered in a timely manner.

### **b. Patient Engagement and Communication**

A letter has been written for patients and is included at Appendix 2. A survey has been developed to capture priorities for patients, and to further understand what is important to them as part of their GP service provision. The surveys will be available for completion online, using Survey Monkey and in paper form at their local GP practice.

The CCG have also planned Patient Engagement events that are due to take place during May. The venues and dates are being finalised, and patients will be informed of these in

the letter, as well as on posters in the GP waiting rooms. These drop-in sessions will allow patients to find out more information, ensure any decision is fully informed and to raise any concerns they may have.

### **c. Staff Engagement**

The BrisDoc staff at both sites have been informed of the contract expiries and the options available to the CCG. A joint session was held between the CCG, BrisDoc and staff on Thursday 11<sup>th</sup> April 2019. The staff continue to be supported by the BrisDoc Human Resources team and the CCG will ensure BrisDoc remain informed of progress.

## **3. Next Steps**

Following the engagement above, detailed analysis of feedback from patients and stakeholders will be collated, and a paper will be presented to PCCC in June. The Equality Impact Assessment and Quality Impact Assessment and other decision making information will support a decision at the Committee meeting in June, and further communication to stakeholders, patients and PCCC will take place at the beginning of July.

## **4. Financial resource implications**

There are no financial resource implications highlighted within this paper.

## **5. Legal implications**

There are no legal implications highlighted within this paper.

## **6. Risk implications**

There are no risk implications highlighted within this paper.

## **7. Implications for health inequalities**

Primary care services are universal, and any contract solutions will affect the whole population served. Initial Equality and Quality impact assessments have been undertaken. These documents are iterative, and will be reviewed and developed further as feedback from the engagement is collated.

## **8. Implications for equalities (Black and Other Minority Ethnic/Disability/Age Issues)**

Primary care services are universal and the options explored in this paper will support appropriate delivery of these services, and will identify the benefits for the whole population

including those with protected characteristics. An Equality Impact Assessment has been completed and will be updated once engagement feedback is collated.

## 9. Consultation and Communication including Public Involvement

There are direct implications for public involvement outlined in this paper. A strategy for Engagement and Communications with all stakeholders and patients has been developed. The attachments contain copies of the patient and stakeholder letters.

## 10. Recommendations

The Primary Care Commissioning Committee (PCCC) is asked to

- note the next steps for engagement with both patients and local stakeholders
- note the communications strategy and key messages
- recognise the intention to bring a paper to PCCC in June 2019 for decision

**Report Author:** David Moss, Head of Primary Care Contracts & Stephanie Maidment, Senior Contracts Manager, BNSSG CCG

**Report Sponsor:** Lisa Manson, Director of Commissioning, BNSSG CCG

**Appendix 1 – Stakeholder letter**

**Appendix 2 – Patient letter**

<b>APMS</b>	Alternative Provider of Medical Services - Type of GP contract
<b>GMS</b>	General Medical Services – Type of GP contract
<b>PMS</b>	Personal Medical Services – Type of GP contract

## Appendix 1

15 April 2019

Ref: 15/04/19

Bristol Area Team  
South Plaza  
Marlborough Street  
Bristol  
BS1 3NX

**[Interested Parties]**

**By Email**

Dear Colleague

### **Re: Bishopston Medical Practice & Northville Family Practice**

I am writing to inform you that the Primary Medical Services contracts for the Bishopston Medical Practice and Northville Family Practice are due to expire on September 30<sup>th</sup> 2019. Both contracts have been managed by BrisDoc on a short term contract basis since resignations were received from the previous GP partners in 2018 and 2016 respectively.

Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) received delegated commissioning responsibilities from NHS England in April 2018 and are now responsible for the commissioning of medical services contracts for the population. We will be working with providers, supported by the South Central and West Commissioning Support Unit procurement team, to ensure ongoing clinical provision for patients from 1<sup>st</sup> October 2019.

There are several possible outcomes of this work, and these may include:

1. The procurement of a provider for the current GP service
2. The procurement of a provider for a new GP service model
3. The dispersal of patients to other GP practices in the area

As part of this work, the communications team will seek to engage with patient groups and stakeholders, over the next few weeks and months, to ensure their views are incorporated in the service design. It will be important that all parties work together to ensure that the long-term service provision secured from October is sustainable. If you would like to support the CCG with this work, or if you have any queries that you wish to discuss, please do not hesitate to contact your Area Director:

- Justine Rawlings, Area Director Bristol/ David Jarrett, Area Director South Gloucestershire:  
Tel: XXXX  
Email: XXXX

PA contact details: [XXXX](#)  
Tel: XXXXX

Patients will receive a letter to inform them of the above over the next few weeks. To support the engagement process, we will be holding a number of drop-in information sessions where representatives from the Bristol Clinical Commissioning Group will be available to answer any questions. We will share a copy of the patient letter, patient survey and engagement events with you over the next few weeks.

We would like to reassure you that the BNSSG Clinical Commissioning Group is committed to ensuring patients of both Practices receive the best quality services. It will continue to be business as usual at both surgeries, and **patients are advised that they do not need to do anything and to continue to use their GP services as normal.**

Yours sincerely

Justine Rawlings / David Jarrett  
Area Director Bristol / South Gloucestershire  
Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group

## Appendix 2

23 April 2019

Ref: April 02/01

Primary Care Contracts Team  
South Plaza  
Marlborough Street  
Bristol  
BS1 3NX

[Patient Name]

[Address]

[Address]

[Address]

[Postcode]

Dear Patient

### **Re: Bishopston Medical Practice and Northville Family Practice**

I am writing to inform you that the contracts for providing GP Services at the Bishopston Medical Practice and Northville Family Practice are due to expire on September 30<sup>th</sup> 2019. Both contracts have been managed by a provider called BrisDoc on a short term contract basis, since the contract resignations were received from the previous GP partners in 2018 and 2016 respectively.

### **You do not need to do anything.**

Over the next few months, Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) will be working with local GP practices and providers, to ensure ongoing GP provision for you from 1<sup>st</sup> October 2019.

There are several possible outcomes of this work, and for you these may mean:

- 1) You will attend the same surgery, with the current GP practice or
- 2) You will attend the same surgery, with a new GP practice or
- 3) You will attend another local GP practice

We would like to reassure you that we are committed to ensuring patients at both Bishopston Medical Practice and Northville Family Practice receive the best quality services. It will be business as usual at your GP surgery until we write to you again, and you are advised to continue using your GP services as normal.

If there are any changes to the service we want to ensure the impact on you is minimal and so we would like to hear from you. If you have any comments about these options, we have set up an online survey which can be reached through our website or by following this link XXXX.

We will also be holding drop-in information sessions where representatives from the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group will be able to answer any questions.

The first sessions will be held at XXXXX on:

- Wednesday XXX between 18:00– 20:00; and
- Tuesday XXX between 14:00 – 16:00

If you are unable to make the sessions above, you can also contact us in the following ways:

- **Calling:** Customer Services - 0800 073 0907
- **Emailing:** [Bnssg.customerservice@nhs.net](mailto:Bnssg.customerservice@nhs.net)
- **Writing:** Customer Services, South Plaza, Marlborough Street, Bristol, BS1 3NX

We will keep you informed of progress, and you will receive additional information once a provider is secured.

**For further copies of this document or copies in alternative formats or languages, please contact the Customer Service team at the details above.**

Yours sincerely

Lisa Manson  
Director of Commissioning  
Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group