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**Nottingham
City Council**

Additional / To Follow Agenda Items

This is a supplement to the original agenda and includes reports that are additional to the original agenda or which were marked 'to follow'.

Nottingham City Council Health Scrutiny Committee

Date: Thursday, 19 November 2020

Time: 10.00 am

Place: To be held remotely via Zoom - meeting participants will be given access details. The meeting will be livestreamed on the Council's YouTube Channel - <https://www.youtube.com/user/NottCityCouncil>

Senior Governance Officer: Jane Garrard **Direct Dial:** 0115 876 4315

Agenda	Pages
3 Platform One Practice	3 - 8

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Agenda Item 3: Platform One Practice

Written submissions have been received from:

- Healthwatch Nottingham and Nottinghamshire
- Nottingham Recovery Network and the Substance Misuse Clinical lead/GPwSI in Substance Misuse in conjunction with the Crime and Drugs Partnership Commissioning Manager

These written submissions are attached below.

At the meeting, verbal submissions will be made by:

- Jane Bethea representing the Integrated Care Partnership Severe Multiple Disadvantage Group
- Dr Stephen Willott, Clinical Lead for Alcohol and Drug Misuse, Public Health Department, Nottingham City Council
- Dr Jane Turrill
- Jane Laughton from Healthwatch Nottingham and Nottinghamshire

Healthwatch Nottingham and Nottinghamshire
Concerns regarding the procurement of the Platform One practice
City Health Scrutiny Committee 19/11/2020

1. Healthwatch Nottingham & Nottinghamshire is the independent patient and public champion that holds health and social care services more accountable to their communities for the services they commission and provide.
2. The Platform One practice serves many vulnerable patients with a range of complex needs, including people who are homeless, asylum seekers, families with safeguarding issues and those with chaotic lifestyles, whose voice will often not be heard.
3. Some of these patients will find it very difficult to access services, as documented in our report - "Homelessness and barriers to primary healthcare", published in September 2020. This report detailed our findings on how important it is to have the right services and support in place to enable homeless people to access healthcare.
4. The CCG procurement will affect the current patients served by Platform One and could lead to an adverse impact to their care:
 - 3,000 patients will be dispersed to other practices. Although they can exercise choice as to which practice this is, vulnerable patients with complex needs are less likely to exercise this choice. It is not certain that all of the practices to which the patients move will have expertise, or capacity to effectively support these patients
 - the remaining patients will be served by a new provider. There is a risk that the expertise in supporting these patients that has been developed by the current provider will be lost.
5. Impact on the wider health and care system
 - For some of the patients who are/were registered with this practice there are barriers for them in being able to access primary healthcare. There is a risk that these patients may feel no alternative than to access their healthcare needs via ED which would be detrimental to the wider system
 - Other services such as mental health, housing sector, community and voluntary sector, which support the most vulnerable patients of the practice may also see a rise in demand at a time where demand is already increased due to COVID-19.

6. We have some concerns about the procurement process which we are seeking responses to:
 - We are seeking assurance that patients' needs have been fully assessed, and this needs assessment included in the procurement documentation
 - The Equality Impact Assessment has not been shared
 - We have not been assured that patients have been consulted as part of the procurement process
7. As a partner on the Nottingham City Integrated Care Partnership we are seeking assurance that this procurement process will support the multi-agency partnership working around the vulnerable groups of care leavers and people with severe multiple disadvantage, and address the issue of health inequalities.

Jane Laughton

Chief Executive Officer

Healthwatch Nottingham and Nottinghamshire

17.11.2020

Health Scrutiny Informal submission: NEMS Platform One Practice

The following information has been prepared by clinicians from the Platform One Practice, Nottingham Recovery Network and the Substance Misuse Clinical lead/GPwSI in Substance Misuse in conjunction with the CDP Commissioning Manager.

Since it was commissioned by the CCG 11 years ago, NEMS Platform One Practice has been looking after some of the most vulnerable patients in the city. This includes not only providing substance misuse treatment but also care of both mental and physical health needs for these high-risk individuals. They have developed a close working relationship with all stakeholders in this area and are considered an invaluable resource.

Currently 35 Clean Slate (Criminal Justice Substance Misuse Treatment) Patients and 117 Nottingham Recovery Network Patients are registered at the practice in addition to the 44 patients in the Shared Care Clinics. The vast majority of these patients particularly those in the shared care clinics are complex with double if not triple diagnoses (mental, physical and Substance misuse problems).

All these Clean Slate, NRN and Shared Care Patients have significant substance misuse problems, all requiring the provision of substitute medication. Most have current and/or historical criminal justice issues. It is widely acknowledged that most of the recovery from a substance misuse/forensic lifestyle involves a whole person response. Having a non-judgemental GP who can confidently treat accordingly whilst managing the wider risks, significantly helps this process. NEMS has developed this specialist skill set with this population, where pain, infection, illness both acute and chronic, mental health crises and more, are treated without prejudice making relapse into old coping mechanisms less likely.

In addition, Platform One has an arrangement to register patients at Southwell House and Trent House as well as patients in Probation Hostels and therefore has developed expertise in providing access to primary care for prisoners on licence whose restrictions would provide a challenge to normal GP practices.

Platform One also registers many patients on release from Prison and works closely with the prison services to ensure continuation of their care in an appropriate and safe way.

Patients have been able to have continuity of care as they move between hostels, sheltered accommodation, private rented and being homeless or sofa surfing as the practice has no boundaries.

The current procurement process will see the commissioning of a standard practice of about 7-8,000, a much smaller defined area and no additional funding. The remaining 3000 patients are being dispersed to other practices across the city.

As far as we are aware, no consultation has taken place with any stakeholders, members of the Crime and Drugs Partnership, Substance Misuse Treatment Providers, statutory bodies or most importantly, with the patients or their representatives.

We are not aware that any new provider will have any obligation to continue the Shared Care Clinics or to provide the flexible and non-judgemental service required by these vulnerable patient groups. It is not clear that any prospective providers have been made aware of these aspects of the practice's work.

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