

**Health Scrutiny Committee  
17 December 2020**

**Platform One Practice**

**Report of the Head of Legal and Governance**

**1 Purpose**

1.1 To consider changes to the Platform One Practice.

**2 Action required**

2.1 The Committee is asked to:

- a) consider Nottingham and Nottinghamshire Clinical Commissioning Group's response to the Committee's recommendations regarding changes to the Platform One Practice; and
- b) decide on next steps.

**3 Background information**

3.1 Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) previously advised that its contract with the current provider at Platform One Practice will reach its natural end on 31 March 2021 and it has been unable to secure a new provider via an open market procurement process. Therefore, the CCG has identified a solution for providing core primary medical care services to patients which involves:

- a) reducing the practice boundary to retain a focus on an inner city population. This will result in approximately 3000 patients being allocated to a practice closer to their home address; and
- b) identifying a new provider to provide services to the remaining 7,800 patients. The new provider will be expected to continue to provide services from a City Centre location.

3.2 The Committee invited the CCG to attend a meeting on 19 November 2020 to provide information to the Committee about the changes taking place. At this meeting the Committee also considered written and verbal submissions from a range of individuals and organisations including:

- Consultant in Public Health and representative of Nottingham City Integrated Care Partnership Severe Multiple Disadvantage Group
- Clinical Lead for Alcohol and Drug Misuse Nottingham City Council and local GP
- Healthwatch Nottingham and Nottinghamshire
- Representatives of NEMS, current provider of Platform One Practice

- 3.3 Details of the evidence provided to the Committee and its deliberations can be found in the written submissions to, and minutes of the Committee's meeting held on 19 November.
- 3.4 Based on the information available to it, the Committee concluded that it had concerns about the decision and made a number of recommendations and requests to the CCG. These were that the Committee:
- 1) request that the Equality Impact Assessment, Strategic Needs Review and any other relevant documents are made available to the Committee and key partners, and made publicly available as soon as possible;
  - 2) request additional information relating to:
    - i. anonymised feedback received from the 15 patients who contacted the Patient Experience Team in response to the letter sent about the changes;
    - ii. proportion of the patients being dispersed to other practices with severe multiple disadvantage and disadvantage;
    - iii. details of consultation carried out with current patients in January 2020 and feedback received from that consultation;
    - iv. numbers of patients currently registered with the City South Local Mental Health Team who may be dispersed to other practices covered by a different Local Mental Health Team;
  - 3) recommend that Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) work with NEMS to agree a short extension to its current contract enabling the CCG to pause its procurement process and review the approach being taken based on the issues that have been raised at the Health Scrutiny Committee meeting on 19 November, also allowing the CCG to carry out meaningful engagement and consultation with service users and other relevant stakeholders. The Committee also asks that the CCG report back to the Committee on the outcomes of this review to provide assurance that the option being progressed is in the best interests of service users - current and future, and local health services and other supporting agencies, and if not, its proposals to amend the approach. The review should include a) the process carried out, approach to engagement and consultation and understanding of patient need; b) the financial aspects in the context of the wider health system;
  - 4) recommend that Nottingham and Nottinghamshire Clinical Commissioning Group works with organisations who are already engaged with service users potentially affected, and who have experience of supporting service users on how best to consult and engage with service users as part of the consultation process. The Committee notes the need for particular consideration to be given to the barriers that this group of service users may face as part of a

standard consultation process given the additional and complex needs represented. The necessity of a pro-active approach to support and encourage service users to be able to fully participate in a meaningful consultation cannot be understated;

- 5) recommend that Nottingham and Nottinghamshire Clinical Commissioning Group works proactively to engage with non-health commissioners and providers to understand any knock on effect and potential impacts any changes may have, and how they may be mitigated to ensure the best possible outcome both for service users and for health and other public services; and
  - 6) request that Nottingham and Nottinghamshire Clinical Commissioning Group keep the Committee and key partners regularly updated on the progress of commissioning and mobilisation processes; including provision of the mobilisation plans at the earliest opportunity.
- 3.5 The CCG will be attending the meeting to outline its response to the Committee's recommendations and requests.

#### **4 List of attached information**

- 4.1 Nottingham and Nottinghamshire Clinical Commissioning Group Response to Recommendations (to follow)

#### **5 Background papers, other than published works or those disclosing exempt or confidential information**

- 5.1 None

#### **6 Published documents referred to in compiling this report**

- 6.1 Report to, and minutes of the meeting of the Health Scrutiny Committee meeting held on 19 November 2020

#### **7 Wards affected**

- 7.1 All

#### **8 Contact information**

- 8.1 Jane Garrard, Senior Governance Officer  
[jane.garrard@nottinghamcity.gov.uk](mailto:jane.garrard@nottinghamcity.gov.uk)  
0115 8764315