

Notes for NCC Health Scrutiny Committee

Dr Paul Scotting, acting in a voluntary capacity as chair of the Nottingham Homelessness Voluntary Sector Forum (listed below),

On January 5th 2021, Dr Paul Scotting, acting on behalf of the Nottingham Homelessness Voluntary Sector Forum, sent the CCG an open letter expressing the group's disappointment at the closure of the NEMS/Platform 1 GP practice and their serious concerns about the lack of consultation regarding this change for their client group. The main issues of concern that we raised were 'Patient Access' the 'Practice Boundary' and 'Relevant Expertise'.

We asked that, in line with what was agreed at the Health Scrutiny Committee of December 17th 2020, voluntary sector organisations whose clients are affected should be included in the committee that informs the mobilization of the new contract. In response to our request the CCG accepted that four nominated representatives from our group would be invited to be members of a new committee (variously called 'mobilization' 'task and finish' or 'Stakeholders'). We have suggested that the committee should also include representation from groups who represent those with Severe and Multiple Disadvantages and other marginalized patient groups

As part of this new committee, we hope that, despite the lack of consultation prior to the award of the contract, the new practice will function in ways that take full account of the special circumstances of our client groups such that their needs are met in a way that is no worse than was experienced under the tenure of Platform One.

Patient Access: We will be asking the CCG to ensure that the new provider agrees to a flexible and 'open' registration process similar to that operated by Platform 1. The voluntary sector organisations aim to accompany clients to their new GPs wherever possible, to support them but also to gather intelligence as to how the new processes work in order to help the new provider understand and meet their needs.

Practice Boundary: We will be asking that the new provider should agree a flexible model that takes account of our clients' vulnerabilities and special support needs to allow them to remain with the practice when their residence might be temporarily outside of that boundary. Also, that those of no fixed abode and/or no recourse to public funds or lacking an id. card (such as some refused asylum seekers) be permitted to register. We understand that it is the stated view of the CCG and NHS that no homeless person should be turned away by any practice.

Relevant Expertise: We are concerned that it will be hard for the new practice to match the level of expertise relevant to some of our clients in relation to the asylum process, homeless lived experience, specific mental health issues such as PTSD and language barriers and the use of interpreting services. This includes the interaction at all level from reception to the GPs themselves. We seek assurance over these issues and look forward to assisting in these where we can (with specific training for example) in a spirit of partnership.

It is a serious matter of concern to us that we have already received a report that the new boundary is being applied with potential detrimental impact on our clients.

We are concerned that most correspondence with the CCG has focussed on using our involvement simply to pass information to our client group. We seek reassurance that the communication is two way and that there is scope for our input to influence how the new practice functions with respect to our clients.

HOST Nottingham
Open Homes/Nightstop
Nottingham Arimathea Trust
Emmanuel House/Winter Shelter
Friary
Refugee Forum
Street Pastors
Street Outreach
Anglican diocese
SEA
HopeintoAction
The Arches project
YMCA
Salvation Army
Jericho Road
Base 51
Broxtowe youth homeless
Big Issue