

**Health Scrutiny Committee**  
**11 March 2021**

**Platform One – Lessons Learnt/ Updated Stakeholder Group Agreement**

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

**1 Purpose**

1.1 To consider the lessons learnt in the commissioning of a new city centre GP Practice and the dispersal of patients to local GP practices.

**2 Action required**

2.1 The Committee is asked to:

- a) consider the lessons learnt from the commissioning process to date and how these might impact on continuing management of the transition process, as well as on future proposed service changes;
- b) consider the updated Stakeholder Group terms of reference; and
- c) decide on next steps.

**3 Background information**

3.1 The Committee has considered a number of reports from, and has been engaged in discussion with, the Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) in relation to changes to the Platform One GP Practice, including a reduction to the practice boundary.

3.2 The Committee invited the CCG to attend a meeting on 19 November 2020 to provide information about the changes taking place and to consider written and verbal submissions from a range of individuals and organisations, in particular in relation to the decisions to

- a) reduce the practice boundary to retain a focus on an inner city population, which will result in approximately 3,000 patients being allocated to a practice closer to their home address; and
- b) identify a new provider to provide services to the remaining 7,800 patients from a City Centre location.

3.3 Based on the information available to it, the Committee concluded that it had concerns about the proposals, particularly in relation to vulnerable patients to be dispersed to other practices, and made a number of recommendations and requests to the CCG.

3.4 The CCG returned to the Committee meeting of 17 December 2020 to respond to

the Committee's requests and recommendations. The CCG did not accept the Committee's recommendation that it should pause its procurement process and review the approach being taken to ensure meaningful engagement and consultation with service users and all relevant stakeholders. However, the CCG noted that it

- a) was exploring improvements to communication and engagement methods and deliverables in relation to Platform One patients, working with Healthwatch and the Integrated Care Partnership Severe Multiple Disadvantage Group;
- b) was mapping information about those who receive care and support in relation to one or more of four areas of severe and multiple disadvantage and where they live;
- c) intended to commission a new Primary Care Local Enhanced Service for Severe Multiple Disadvantage that this and all other practices can access;
- d) had appointed the new provider for the service; and
- e) would keep the Committee and key partners regularly updated on the progress of commissioning and mobilisation processes.

3.5 In spite of the rejection of the recommendation to pause proceedings, and some major concerns about the new arrangements in terms of the practice boundary, the Committee agreed that it wants to work constructively with the CCG on the development of the new Practice and on providing the necessary support to patients affected by the changes.

3.6 The CCG attended the 11 February meeting of the Committee, with representatives of the newly appointed provider (Nottingham City General Practice Alliance), to outline its mobilisation plans. At this meeting, the Committee also received information outlining their concerns from representatives of Healthwatch and the Nottingham Homelessness Voluntary Sector Forum.

3.7 The Committee was pleased to meet the new provider and reassured in terms of their experience as providers of care, particularly to vulnerable people. However, the Committee continues to be concerned about

- a) vulnerable people who are to be dispersed to their local GP practice, particularly those who do not have a stable address and those who have experienced trauma (eg refugees and asylum seekers), and the need to meet their service needs; and
- b) the transfer of staff expertise from Platform One to the new practice.

3.8 The CCG also provided a draft terms of reference of a new Stakeholder Group, currently being established to represent the wide range of interest in this service change. The Committee was keen to see these terms of reference updated to make it clear that communication would be two-way (ie not top-down) and that the group would be able to influence processes where these were not determined by contractual obligations.

3.9 The CCG will attend the 11 March meeting of the Committee to report on lessons learnt in relation to appropriate consultation and development of service change proposals, and to present the revised Stakeholder Group terms of reference.

3.10 The CCG will return to the 15 April meeting to provide more information on their policies and practice in relation to individual needs assessment for those patients, particularly vulnerable patients, who are to be dispersed to local practices.

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

4.1 Briefing from Nottingham and Nottinghamshire Clinical Commissioning Group.

#### **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 Reports to, and minutes of the meetings of the Health Scrutiny Committee meetings held on 19 November 2020, 17 December 2020 and 11 February 2021.

#### **7 Wards affected**

7.1 All.

#### **8 Contact information**

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