

**Health Scrutiny Committee**  
**15 April 2021**

**Platform One – Patient Needs Assessments – Policy and Process**

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

**1 Purpose**

1.1 To scrutinise Nottingham and Nottinghamshire Clinical Commissioning Group's (CCG) approach to determining the needs of patients who are to be transferred from the Platform One practice to the new provider (Nottingham City GP Alliance) practice and of patients who are to be dispersed to GP practices in their local area.

**2 Action required**

2.1 The Committee is asked to:

- a) consider how, as part of the mobilisation plan, the CCG is determining the needs of individual patients, particularly vulnerable patients, to ensure that these are met by their new GP practice;
- b) make recommendations if appropriate; 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, 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.

3.2 The Committee has had serious concerns about the proposals, particularly in relation to vulnerable patients to be dispersed to other practices, and has made a number of recommendations and requests to the CCG.

3.3 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.

3.4 As a result of the Committee's discussions and recommendations the CCG has

- a) explored and started to implement 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 and establishing a Stakeholder Task and Finish Group to provide input to the process;
- b) commissioned a new Primary Care Local Enhanced Service for Severe Multiple Disadvantage that all GP practices can access;
- c) introduced to the Committee representatives of the newly appointed provider, Nottingham City General Practice Alliance (NCGPA), who have also provided an informal briefing to members of the Committee to provide more detailed information on the Alliance; and
- d) identified lessons learnt to improve the relationship with and involvement of the Health Scrutiny Committee for future work;

3.5 The Committee continues to be concerned about 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.

3.6 The CCG is returning to the Committee's 15 April meeting to provide more information on its policies and practice in relation to individual needs assessment for those patients, particularly vulnerable patients, who are to be dispersed to local practices, to ensure that they are supported and their individual health needs met.

#### **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, 11 February 2021 and 11 March 2021.

#### **7 Wards affected**

7.1 All.

## **8 Contact information**

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