

**Platform One Practice**

**Briefing for Health Scrutiny Committee**

**15 April 2021**

Dear Colleagues,

Following the March 2021 Health Scrutiny Committee, CCG colleagues were asked to provide a further update at the April 2021 meeting on the area below:-

- meeting the needs of patients

The brief below provides an update as requested.

Joe Lunn

Associate Director of Primary Care

[Joe.lunn@nhs.net](mailto:Joe.lunn@nhs.net)

## **Platform One Practice: April 2021**

### **1. Introduction**

The purpose of this paper is to provide an update to the Health Scrutiny Committee on the patients currently registered with Platform One Practice, who will transfer to other GP practices in Nottingham and Nottinghamshire on 1 July 2021. This includes understanding the health needs of the patients and mitigating risks identified in the EQIA.

### **2. Transfer of patients to other GP practices**

The CCG has undertaken a mapping exercise to identify the health needs of patients transferring to other GP practices. Platform One Practice have extracted information from the clinical computer system using clinical 'Read' codes to identify patients with a mental health diagnosis, homeless, asylum seekers, substance misuse and other patient cohorts currently registered with Platform One Practice.

Based on this patient information it has been identified that:

Of the 3,007 patients who will be allocated to another practice:

- There are 40 patients who could be considered to meet the definition of living with Severe Multiple Disadvantage (SMD) having at least two of the following; mental health diagnosis read code, known homeless, known offending or known substance misuse
  - 27 of these patients reside in a Residential Centre (assumed substance misuse patients AND appear on the mental health read code list)
  - The remaining 13 patients are allocated to 11 practices based on where they live and are within the practice boundary. No single practice will be allocated more than 2 SMD patients.

The following shows the 4 domains of SMD in isolation:

#### **2.1. Homeless**

Of the homeless population registered at Platform One Practice, no patients are being allocated to another practice. The homeless population currently residing in Nottingham hotels, and those with the Platform One Practice as their registered address, remain in the boundary of the new practice, Parliament Street Medical Centre. This population will transfer directly to the new practice.

A number of homeless patients already receive access to Primary Medical Services from other GP practices in Nottingham City through the legacy Homeless Local Enhanced Service. This is provided through outreach and practice access, there will be no change to this cohort of patients in accessing services. The local enhanced service is also being delivered by practices in Nottinghamshire and will continue to support this cohort of patients under the widened SMD Local Enhanced Service.

Another cohort of patients that frequently change address are sometimes termed 'sofa surfers'; it is recognised this is a difficult cohort to identify as they are neither 'housed' or 'homeless'. Those most in need will be in regular contact with Platform One Practice and will have access to information developed about the change. However; others may be harder to contact unless they are accessing other services. It is recognised that these patients may not access primary care services unless they

have a need and at this point, they may need to register with another practice (permanent or temporary).

Discussions have started with other agencies to identify patients and ensure where possible these patients receive information about the change.

We are working with the Stakeholder Task and Finish Group established to support the transition to develop resources that can be used by local organisations supporting homeless patients to inform them of the changes they need to be aware of.

## **2.2. Offending**

The CCG identifies Offending Health through the two probation hostel postcodes, both of these hostels remain in the new practice boundary so there will be no transfer of these patients to other practices.

Early discussions are taking place with Clean Slate to determine where their clients live to ensure they continue to have access to primary care services.

As a result of feedback from the Stakeholder Task and Finish Group, the CCG is engaging with organisations supporting patients currently in custody to ensure that they are made aware of changes to their GP practice when patients are released. We are engaging with NHSE/I Specialised Commissioning colleagues and the National Probation Service to ensure these patients are informed.

## **2.3. Mental health**

950 patients have been identified as having a mental health 'Read' code that reside outside the new practice boundary. These codes include all mental health conditions; including past or inactive mental health conditions and mild mental health conditions.

Further interrogation of patient diagnosis by NEMS will provide more clarity on how many of these patients have a current / active diagnosis, requiring regular review and follow up.

Based on current registrations these patients will be allocated to 86 practices; the list below shows the range of the number of patients each practice will receive.

Number of practices receiving between 1 and 9 patients	42
Number of practices receiving between 10 and 19 patients	32
Number of practices receiving between 20 and 29 patients	12

All Nottingham and Nottinghamshire GP practices have the skills and competencies to manage mental health conditions and ensure patients have access to specialist services.

The CCG has confirmed with Nottinghamshire Healthcare Trust (NHT) that patients currently accessing mental health services will initially remain with their current Local Mental Health Team. Patients transferring to other general practices that would therefore come under the care of a new team, will remain with their current team until it is safe for their care to be handed over.

NHT Teams will continue to work with patients accessing their services; ensuring they are fully supported as part of any transfer to a new team. Clearly communicating reasons for any change and providing reassurance to patients in relation to continuity of care and support that will be provided by their new team.

#### **2.4. Substance misuse**

92\* patients have been identified as having a substance misuse code:

- 67 reside in a Residential Centre and have been allocated to one practice.
- 15 are on the substance misuse shared care pathway and will be allocated to 13 practices. The CCG are liaising with local authority commissioners to ensure patients continue to access the substance misuse shared care pathway; Parliament Street Medical Centre have indicated a commitment to sign up to the service. Service users will be updated on how to access services going forward; linking with the Stakeholder Task and Finish Group on the best methods to engage this patient cohort.
- 10\* patients are yet to be confirmed. Further clarification is needed from NEMS for a group of patients currently residing at the same postcode; only one patient from this group is accessing the substance misuse shared care pathway.

#### **2.5. Asylum seekers and refugees**

Platform One Practice has a high number of families from overseas with a proportion of their patient list recorded as non-English speaking. This is typical for the practice location and not dissimilar to other neighbouring practices in the inner City.

There are a number of asylum seeker and refugee patients accessing primary care services from other practices in Nottingham City through the Asylum Seekers and Refugee Local Enhanced Service.

The CCG has previously worked with the Nottingham and Nottinghamshire Refugee Forum (NNRF) in developing support materials for practices and continue to support this cohort of patients' access to primary care services. NNRF are also part of the Stakeholder Task and Finish Group, established to determine the best mechanisms to ensure cohorts of patients receive key messages about the change, and is advising on resources that would aid communications with their service users.

### **3. Engagement with patient cohorts**

The Stakeholder Task and Finish Group held its first meeting on Wednesday 3 March 2021. The group agreed a number of actions to aid support of and communication with vulnerable patients.

These are summarised in the highlight report at Appendix 1.

#### **4. Conclusion**

In conclusion, the CCG is committed to ensuring the safe and seamless transfer of the 3,007 patients that will move to a GP practice nearer to their home.

Whilst the CCG has currently identified approx. 1,000 patients with a 'Read' coding linked to at least one element of SMD; the largest cohort of these patients are those with Mental Health conditions. The Mental Health conditions 'Read' code includes past / inactive mental health conditions and mild mental health conditions which following further review with NEMS will reduce the number to only include patients with current / active diagnosis, requiring regular review and follow up. The remaining 2,000 patients due to transfer to other practices sit outside of the SMD cohort of patients.

Discussions to support this process, with a range of agencies, are ongoing and mechanisms to ensure patients are aware of the change are underway through the Stakeholder Task and Finish Group with development of key messages and FAQs.