

Nottingham City Health Scrutiny Committee

Meeting 16 December 2021

Platform One Practice – transition of patients’ update

Dear Colleagues,

Nottingham City Council Health Scrutiny Committee have asked NHS Nottingham and Nottinghamshire CCG to provide an update for Members at the December 2021 meeting in relation to:

- Platform One Practice – transition of patients from Platform One Practice to Parliament Street Medical Centre

The narrative overleaf summaries the position to date.

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Platform One Practice – transition of patients’ update

1. Introduction

This paper provides an update to Nottingham City Council’s Health Scrutiny Committee (HSC) on the transfer of patients from Platform One Practice to Parliament Street Medical Centre and other general practices. The Committee asked to be updated on the initial impact of the transfer of patients, with particular focus on the experiences of vulnerable patients.

This paper is set out as follows:

- Background and Platform One task and finish group
- Patient transfer process
- Breakdown of patients transferred
- Patient and stakeholder feedback
- Severe multiple disadvantage (SMD) local enhanced services (LES)

2. Background

The APMS (Alternative Provider Medical Services) contract held by NEMS for the Platform One Practice came to an end on 30 June 2021. Following an Expressions of Interest process a new provider was awarded an APMS contract for a term of 10 years with an option to extend for a further 5 years (maximum 15 years). The new provider, Nottingham City GP Alliance (NCGPA) operating the practice under the name Parliament Street Medical Centre commenced delivery of primary medical services at Upper Parliament Street, Nottingham, on 1 July 2021.

During 2021, the CCG attended HSC meetings to update on the patient transfer process. The committee recommended the establishment of a task and finish group *‘to guide communications and engagement for the transfer and mobilisation of the Platform One service, to be provided by Nottingham City GP Alliance (NCGPA) from 1 July 2021. This includes communications and engagement by the CCG with patients being allocated to other practices across Nottingham City and Nottinghamshire County.’*

The task and finish group met from March 2021 onwards, with the final meeting taking place in August 2021. Membership of the group included stakeholders representing patient cohorts (including vulnerable patient cohorts), service provider representatives and the CCG. The group was chaired by a member of Healthwatch Nottingham and Nottinghamshire.

To support patient transfer, the communication resources below were created and disseminated to task and finish group members and wider stakeholders:

- Credit card sized leaflet to reassure homeless patients (translated as requested)
- Leaflet for NEMS Platform One Practice for patients who attend the practice premises
- Briefing for front-line staff supporting vulnerable people
- Key messages and frequently asked questions (FAQs)
- Social media assets for organisations to use through their own channels

3. Patient transfer process

The CCG mapping exercise identified the health needs of patient cohorts transferring to Parliament Street Medical Centre and other general practices. This information was based on data extracted by Platform One Practice from their clinical system (electronic patient records). This identified patients with mental health needs, homeless, asylum seekers, and substance misuse registers, and other cohorts of patients.

Task and finish group members and wider stakeholders that represented the cohorts of patients supported the transfer process by disseminating the communication resources produced to support teams and working directly with patient cohorts to assist them through the transfer process.

The CCG worked with Nottinghamshire Healthcare Trust (NHT) to identify patients transferring to other general practices where this would have resulted in a move to different Local Mental Health Team (LMHT) to support their care needs. To ensure patients accessing mental health services were supported effectively through the process, NHT confirmed that patients would remain with their current LMHT until it was safe for their care to be handed over to a new team.

For offender/ex-offender cohorts, the CCG identified patients residing in the two probation hostels, both hostel postcodes were within the new practice boundary for Parliament Street Medical Centre so no transfer of patients to other general practices took place. The CCG also liaised with NHS England and Improvements Health & Justice commissioning colleagues and the National Probation Service to ensure patients leaving the justice system are informed of the change.

Discussions with stakeholders also helped to ensure identification of other small cohorts of patients and enabled distribution of communications in relation to the transfer to other general practices.

4. Breakdown of patients allocated

4.1. Patients allocated to other Nottingham and Nottinghamshire general practices

Figures based on information extracted by Platform One Practice from their clinical system. Of the 2,664 patients that were allocated to other Nottingham and Nottinghamshire general practices:

- 46 patients were on the mental health register
- 13 patients were on the substance misuse register
- 41 patients were on the refugee/asylum seekers register
- 0 homeless patients*

* All patients identified as homeless resided within the new practice boundary for Parliament Street Medical Centre, however support workers did help some patients register at alternative general practices.

Of the 2,664 patients on the allocation list:

- 53 patients were allocated across 25 general practices in Mid-Nottinghamshire
- 886 patients were allocated across 40 general practices in South Nottinghamshire
- 1,725 patients were allocated across 40 general practices in Nottingham City

The allocation of patients to Nottingham and Nottinghamshire general practices took place in June 2021. All patients are registered with a new practice, with a small number of patients having made the decision to register with a practice of their choice.

4.2. Patients transferred to Parliament Street Medical Centre

On 30 November 2021, the registered list size for Parliament Street Medical Centre is 7,701.

Since the start of the contract Parliament Street Medical Centre has worked with patients to ensure they understand the needs of their most vulnerable patient cohorts, ensuring that coding accurately reflect patient needs. The current number of vulnerable patients being supported by Parliament Street Medical Centre is:

- 120 patients on the mental health register
- 728 patients on the substance misuse register
- 344 patients on the refugee/asylum seekers register
- 584 homeless patients (includes other vulnerable patients using the practice address as their registered address)

The CCG has considered risks and/or issues arising during the transfer process and will continue to monitor for further risks or issues that may occur going forward ensuring they are addressed quickly.

5. Patient and stakeholder feedback

5.1. Patient feedback

The CCG Patient Experience Team received 86 contacts regarding the closure of Platform One Practice; 5 contacts were complaints and the remaining 81 were enquiries. The majority of enquires were about the practice they had been allocated to, there were some enquiries from patients that had not received a letter advising of the closure, or a letter advising of the practice they had been allocated to.

5.2. Stakeholder feedback

The final task and finish group took place in August 2021, stakeholders fully engaged in the process of sharing communications produced and engaging client groups to ensure they were informed during the transfer. At the final meeting stakeholders were given the opportunity to feedback on being involved in the transfer planning process and agreed it had helped to ensure they were able to support their clients across vulnerable cohorts.

Further to the above, the CCG recently undertook an online survey asking stakeholders for any additional information or feedback.

The following questions were asked:

- Did the communication resources recommended by the group help vulnerable patients/clients understand that they were being transferred to another practice
- Did the communication resources aid support workers when linking with vulnerable clients to explain what was happening?

- Following the transfer, was there any other information that may have helped you, vulnerable patients or support workers better?
- Please provide further details about what other information may have helped
- Were there any themes that came from the transfer process from vulnerable patients?
- Are there any other comments you wish to make?

The survey link was circulated to all stakeholders involved in the task and finish group allowing a week for completion, no additional feedback was received.

The CCG will continue to build on relationships going forward, engaging stakeholders on other pieces of work where the impact on patient cohorts are essential considerations.

5.3. Parliament Street Medical Centre

Parliament Street Medical Centre has now been operating for 5 months and to date the CCG has not received any formal complaints or feedback from patients. As a new practice, patient satisfaction rates are not captured in the current annual national GP Survey published over the summer. However, satisfaction rates will be captured in the next annual GP Survey, with results being published in 2022.

Feedback from the practice acknowledges the transfer has not been without challenges, due to the loss of some established staff members (clinical and non-clinical) prior to transfer. NCGPA and transferred staff are committed to providing effective patient centred care but acknowledge pressures whilst recruiting; combined with the high demand currently faced by all general practices across the City.

NCGPA is committed to quality driven, cost effective, patient centred care particularly for the most disadvantaged in the City, running two other practices in Bilborough serving significantly deprived and disadvantaged neighbourhoods shows their commitment to this.

NCGPA are committed to resolving the workforce recruitment challenges and are currently overcommitting to ensure that this is successful. NCGPA remain committed to working with the CCG to develop further services that improve the care of patients and help reduce health inequalities across the City such as those with severe multiple disadvantages or those with complex/vulnerable needs.

6. Severe multiple disadvantage (SMD) local enhanced services (LES)

The CCG developed the SMD LES to support and improve primary care services for people facing severe multiple disadvantage and to increase awareness and understanding among primary care. This aims to facilitate provision of accessible high-quality primary care to meet the needs of these vulnerable patients registered with all practices in Nottingham and Nottinghamshire.

Criteria for inclusion are:

- Homeless (or)
- Facing SMD: defined as 2 out of 4 of the following criteria:
 - Homelessness
 - Substance misuse
 - Mental illness
 - Victim of interpersonal violence or abuse

In March 2021 practices were invited to sign up to the LES, 85 out of 124 practices are currently signed up and delivering this LES, 32/46 are Nottingham City practices. Parliament Street Medical Centre is fully engaged in the LES and has already identified a significant number of patients meeting the definition SMD. Across Nottingham City 803 patients have already been identified and are being supported by the SMD LES.

When the SMD LES was developed, two other LESs were also developed to support vulnerable patients' cohorts:

6.1. Physical Health Checks for Serious Mental Illness (SMI) LES

This LES supports practices to provide high quality physical health checks and follow up interventions to people with a SMI. Aims is to improve the physical health of people with SMI, in turn reducing premature mortality rates and health inequalities experienced by this patient cohort.

Practices were invited to sign up to this LES in March 2021, 122 of 124 practices are signed up and delivering this LES, all Nottingham City practices are signed up (46/46).

6.2. Safeguarding Local Enhanced Service 2021/22

This LES supports practices to develop their safeguarding infrastructure and processes in order that all relevant information is submitted by GPs in a timely manner to Child Protection Case Conferences, special circumstances meetings and Multi Agency Risk Assessment Conferences (MARACs).

Practices were invited to sign up to this LES in March 2021, 120 of 124 practices are signed up and delivering this LES, all Nottingham City practices are signed up (46/46).

7. Conclusion

The transfer of patients from Platform One Practice to Parliament Street Medical Centre and other Nottingham and Nottinghamshire practices is now complete and was a smooth transition for the majority of patients. The Task and Finish Group aided this success by ensuring that communication resources developed met the needs of the vulnerable population. In addition, the significant work of support workers and stakeholders representing patient cohorts, working directly with their clients helped to ensure support during this transitional period.

The CCG will continue to monitor risks or issues and ensure they are addressed quickly.

Practices engagement in the SMD LES to identify patients has ensured wider awareness of this vulnerable group of patients, positively identifying 803 patients to date across Nottingham City practices.

This LES was an additional positive outcome of the procurement process ensuring this vulnerable cohort of patients have access to care that meets their current and ongoing needs.

The introduction of the SMD, SMI and safeguarding LESs demonstrates the CCGs ongoing commitment to ensuring that vulnerable patients have access to high-quality primary care.