

Equitable Access to Primary Care Local Procurement of GP-led Health Centre

Consultation Paper

1. Introduction

- 1.1 This consultation paper sets out how East and North Hertfordshire Primary Care Trust and West Hertfordshire Primary Care Trust propose to implement the establishment of two new GP-led Health Centres, one in **each PCT** area.
- 1.2 Improving access to primary care services is one of the key pledges identified by the NHS East of England and is in line with the Minister for Health, Lord Ara Darzi's interim report on the NHS (Our NHS our future) which identified a need to extend access to GP services. The latter included a commitment to open a range of GP led health centres across England.
- 1.3 These centres will provide access to GP services (including walk-in and pre-bookable appointments) from 8am to 8pm, 7 days a week. They will also need to be co-located and integrated as far as possible with other community-based services including social care and diagnostic services.
- 1.4 The NHS Operating Framework 2008/09 confirms that each PCT will be expected to secure new GP services for its residents that will form the core of the health centres during 2008/09. The procurement will be undertaken via an open tendering process and bids can be accepted from a range of alternative providers of primary medical services.
- 1.5 The funding - *new access fund* monies - for the new services is reflected in the growth in PCT allocations

2. National Context

- 2.1 The Department of Health has set out the following features that should underpin the procurement of all the new services in these health centres.
- 2.2 Key features of new service
 - The new access fund monies are for **new** capacity and are **not** for the expansion or replacement of existing surgeries or health centres
 - Investment must be made in additional clinical capacity i.e. extra GPs/nurses and support staff
 - Services procured must be new and innovative though not necessarily for new buildings or facilities

- Every health centre will have at its core the provision of GP services. Anyone, regardless of where they are registered, will be able to use these services, get bookable appointments or walk in services
- PCTs will commission these new GP services following an open and transparent tendering process, most likely using *Alternative Provider Medical Services (APMS)* as the contracting vehicle because of the flexibilities it gives to the commissioner.

2.3 *Alternative Provider Medical Services (APMS)* is a contractual route through which PCTs can contract with a wide range of providers to deliver primary medical services that are tailored to local needs. It is one of four contracting routes, which collectively provide a strategic framework for PCTs to plan, commission and develop high quality primary medical services. *APMS* simply expands the range of potential providers, both existing and new, that can help the NHS give patients more choice, and increase capacity.

3. Local Context

- 3.1 Hertfordshire as a whole is less deprived than the average UK population as measured by most indices but there are high rates of relative deprivation in specific electoral wards in Broxbourne, Dacorum, Borehamwood, North Hertfordshire, Stevenage, Watford and Welwyn Hatfield.
- 3.2 Compared to other parts of the country, provision of primary medical care services is relatively good with numbers of practising GPs above the national average.
- 3.3 Across Hertfordshire in the last three years, 8 new purpose built surgeries, 6 substantial extensions and 3 purpose adapted surgeries have been brought into use. 4 new surgeries are planned for completion within the next two years with a further 4 substantial extensions in the planning stage. A number of new potential schemes are also in the pipeline.
- 3.4 A number of new practice premises have been developed in Watford and Broxbourne. In Stevenage, two new primary care centres are planned. One in north Stevenage will include 3 co-located GP practices, outpatient clinic space, counselling, a minor operations suite and therapy services. The business case is being developed and the new facility should open within the next three years.
- 3.5 Currently GP Practices nationally have core opening hours of 8am – 6.30pm Mon-Fri only. The new GP-led health centres will have core opening hours of 8am – 8pm, 7 days a week. This will offer increased access for patients both registered and unregistered with the centres.
- 3.6 The centres will have registered patients and will also see patients regardless of where they are registered. They will offer a range of appointments including walk-in and pre-bookable appointments.
- 3.7 The GP-led health centres will produce centre leaflets outlining the services provided. The centres will provide a range of services including minor surgery, anti-coagulation monitoring, flu and pneumococcal vaccinations. The PCTs expect the surgeries to also offer enhanced services on a PCT wide basis for a number of

conditions and to consider co-locating community pharmacy and community dentistry services on the local general hospital site.

- 3.8 Patients who have a long term condition such as asthma, diabetes, heart disease will continue to have evidence based care as the centres will work to the national Quality and Outcome Framework (QOF) standards.
- 3.9 The centres offer an opportunity to co-locate other services, such as district nursing, primary mental health and diagnostic services to complement GP services.
- 3.10 The PCTs will ensure the centres deliver quality healthcare through performance management mechanisms to ensure the centres and their providers meet contractual requirements.

4. Delivering quality health care for Hertfordshire – health strategy

- 4.1 Hertfordshire has just completed a major engagement and consultation process lasting seventeen months to review and update the health strategy for the county, *Investing in your Health*, agreed in 2003.
- 4.2 *Delivering quality health care for Hertfordshire* provides the framework for the future development of major acute hospital care and primary and community services. The implementation of this strategy, including the establishment of two major acute hospitals in Stevenage and Watford, two local general hospitals in Hemel Hempstead and Welwyn Hatfield, eight new urgent care centres and the development and enhancement of primary care and community services forms the major work programme for the PCTs going forward to 2010 and beyond.
- 4.3 New developments such as the procurement of new health centres must fit into the strategic framework to complement and enhance service development already agreed.
- 4.4 Following discussions with the joint Professional Executive Committee of the East and North Hertfordshire and West Hertfordshire PCTs, both PCTs have decided
 - **To propose the development of two health centres on the proposed local general hospital sites, one in Hemel Hempstead in the area of West Hertfordshire PCT and the other in Welwyn Hatfield in the area of East and North Hertfordshire PCT.**
- 4.5 The procurement of a new health centre in Hemel Hempstead as a key component of the local general hospital will need to be closely linked with the development plans for the hospital and the procurement of a new urgent care centre on the same site, the process for which is already underway and is due for completion in late summer 2008.
- 4.6 The procurement of an urgent care centre on what will become a local general hospital in Welwyn Hatfield is on a different timescale. Discussions with key community representatives have begun following recent public consultation. The procurement of a new health centre on a local general hospital site will be an

additional facility in the creation of a health campus following the transfer of acute services from QEII to Lister Hospital in Stevenage from 2010.

4.7 The process to select a provider for these projects for each PCT will be influenced by the involvement of patient and public representatives at critical milestones of the procurement timetable.

5. Outline Timetable for Engagement

5.1 The NHS in Hertfordshire has been given a very tight timetable in which to establish the GP led health centres but is committed to ensuring that discussions and consultation take place with interested parties on

- the proposed locations
- the effectiveness of streaming of urgent care; GP planned appointments and walk in services
- the services which will be available
- appropriate and timely information for patients
- their involvement in the selection of the provider

5.2

<p>February – March 2008</p> <p>Awareness raising and discussions on</p> <ul style="list-style-type: none"> • The intention to procure additional primary medical care services in two new health centres in Hertfordshire • The intention to locate the new centres on the proposed local general hospital sites in Hemel Hempstead and Welwyn Hatfield • The intended procurement method • The intention to undertake consultation 	<p>Essentially information sharing activities to include:</p> <p>Discussions with PECs, LMC, PBC groups, other practitioner committees</p> <p>Discussions with OSC, PPIFs/LINK Transitional Board , Adult Care Services, Health Committees of LAs</p> <p>Preparation of communication materials – information leaflet, media releases, dedicated web pages</p>
<p>26 March- 26 May 2008</p> <p>Local consultation with key NHS and community representatives</p>	<p>Consultation to include stakeholder meetings, focus groups and placed on agendas of regular meetings with stakeholders</p> <p>Ongoing communication—regular bulletins distributed through networks, media and on PCTs’ web pages</p>

<p>May – Oct 2008</p> <ul style="list-style-type: none"> • Participation of patient/public representatives in selection of provider 	<p>Evaluation of feedback from local consultation will be used to influence service specification and criteria for selection. Participation of appropriate community representatives in agreeing criteria and in assessing bids received</p>
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6. Communication Objectives

- 6.1 The principle objectives of the communications strategy are that people working and living in Hemel Hempstead and Welwyn Hatfield, including those in the NHS,
- Are aware of the consultation process and what they can influence
 - Understand how to access information on the proposed new centre
 - Are aware of how to respond meaningfully to the consultation, using the routes provided

7. Key Messages

- 7.1 The establishment of new health centres is part of a national initiative to improve access for patients to GP and other primary care services and drive up quality in areas of health need
- 7.2 The choice of a location on a local general hospital site fits into the health strategy recently agreed for Hertfordshire following extensive public consultation
- 7.3 The location provides a once in a life time opportunity to co locate other services such as urgent care, outpatient, mental health and diagnostic services to complement GP services and contribute to the development of a health campus
- 7.4 This initiative will be closely allied to the procurement processes already underway as part of the implementation of *Delivering quality health care for Hertfordshire*
- 7.5 Hertfordshire PCTs have recently produced a new PPI strategy to take forward the new health strategy for the county and will build on this in ensuring appropriate stakeholder engagement

8. Key Stakeholders

8.1 West Hertfordshire PCT

- Hertfordshire County Council Health Scrutiny Committee
- Transitional Board of Local Involvement Network (LINK)
- Herts PCTs Professional Executive Committee (s)
- Bedfordshire & Hertfordshire LMC; Hertfordshire LPC; Hertfordshire LDC; Hertfordshire LOC
- Hertfordshire County Council Adult Care Services

- Hertfordshire County Council Children, Schools & Families
- MPs in west Hertfordshire
- District/Borough Councils in west Hertfordshire
- Dacorum Patients Group
- Community Action Dacorum (voluntary sector umbrella organisation)
- West Herts Practice Based Commissioning Groups / West Herts GP Practices
- West Hertfordshire Hospitals NHS Trust
- Media in west Hertfordshire
- East of England NHS

8.2 **East and North Hertfordshire PCT**

- Hertfordshire County Council Health Scrutiny Committee
- Transitional Board of Local Involvement Network (LINK)
- Herts PCTs Professional Executive Committee(s)
- Bedfordshire & Hertfordshire LMC; Hertfordshire LPC; Hertfordshire LDC; Hertfordshire LOC
- Hertfordshire County Council Adult Care Services
- Hertfordshire County Council Children, Schools & Families
- District /Borough Councils in east and north Hertfordshire
- MPs in east and north Herts
- Welwyn Hatfield Health Working Group
- Welwyn Hatfield Health Partnership
- Welwyn Hatfield CVS
- Practice based Commissioning Groups and GP practices in e/n Herts
- East and North Hertfordshire NHS Trust
- Media in east and north Hertfordshire
- East of England NHS

9. **Communication Tools**

- Briefing Paper/Leaflet
- Media Releases
- Dedicated web pages on PCTs' websites
- Articles in district council newsletters (linked to development of local general hospitals)

10. **Engagement Mechanisms**

- Stakeholder meetings
- Focus groups
- Patient /Community representation in procurement processes
- Specific community/patient group involvement e.g. people with mental health needs; parents of young children – to obtain their views on patient information.

11. Issues for further consideration and dialogue

11.1 During the consultation period, the PCTs will want to hear from people on

- What services they would wish to see provided from each new Health Centre
- What criteria should be used in selecting the organisation(s) to run the new Health Centres
- How can we effectively monitor the operation of the new Health Centres.

12. Comments on the proposals should be sent by the 26th May 2008:

by email to: getinvolved@herts-pcts.nhs.uk

by freepost to: GP-led Health Centres, Hertfordshire PCTs, Freepost 145,
Parkway, Welwyn Garden City, Herts AL8 6BR
(please note this postcode is different to our usual address)

or left on messageline: 01707 361269