



Tudor Drive Surgery: Future of Services Following Contract Termination

27 October 2015

Tudor Drive Surgery: Future of Services Following Contract Termination

<p>Name of CCG: Name of Commissioner: Author Date:</p>	<p>08J - Kingston NHS England (London Region) William Cunningham Davies, Omid Gilanshah & Rory Christie 27 October 2015</p>
<p>Executive summary</p>	<p>The providers of the contract at Tudor Drive Surgery have handed back their contract to NHS England, with a termination date of the 8 January 2016. The Joint Co-Commissioners, NHS England and NHS Kingston Clinical Commissioning Group (CCG) are therefore required to explore alternative GP provision for the patients registered at the practice.</p> <p>In response to this, we have engaged with the local population, stakeholders and providers to ascertain the type of service needed, based upon the capacity within the local GP Provider landscape.</p> <p>These options included:</p> <ul style="list-style-type: none"> • Procurement of a new provider • Dispersal of the patient list to surrounding practices <p>On consideration, NHS England and Kingston CCG recommend that the 2,547 registered patients should be dispersed and patients advised to register at an alternative local practice. We have consulted with the seven practices located within a mile of the Tudor Drive Surgery (<i>see Appendix 1</i>) and all have confirmed that they have more than enough capacity to absorb the list size between them.</p> <p>Patients are free to choose their new providers and have been provided with sources of information to aid them in making this selection. NHS England, Kingston CCG and the practice have agreed to help patients choose the best practice for their care.</p> <p>This paper explains the reasons for this recommendation and asks the joint committee to approve the decision.</p>
<p>Background Information</p>	<p>The Tudor Drive Surgery Alternative Provider Medical Services (APMS) contract was awarded to AT Medics on 1 October 2008 after a competitive tendering process carried out by NHS Kingston.</p> <p>The contractors, AT Medics, notified the NHS England Primary Care team in writing on 9 July 2015 of their intent to end their contract to provide medical services from that practice. With a six month notice period, this means primary medical services may not be offered after 31 December 2015 at Tudor Drive Surgery.</p> <p>The current registered list size is 2,547. AT Medics have made all efforts to grow</p>

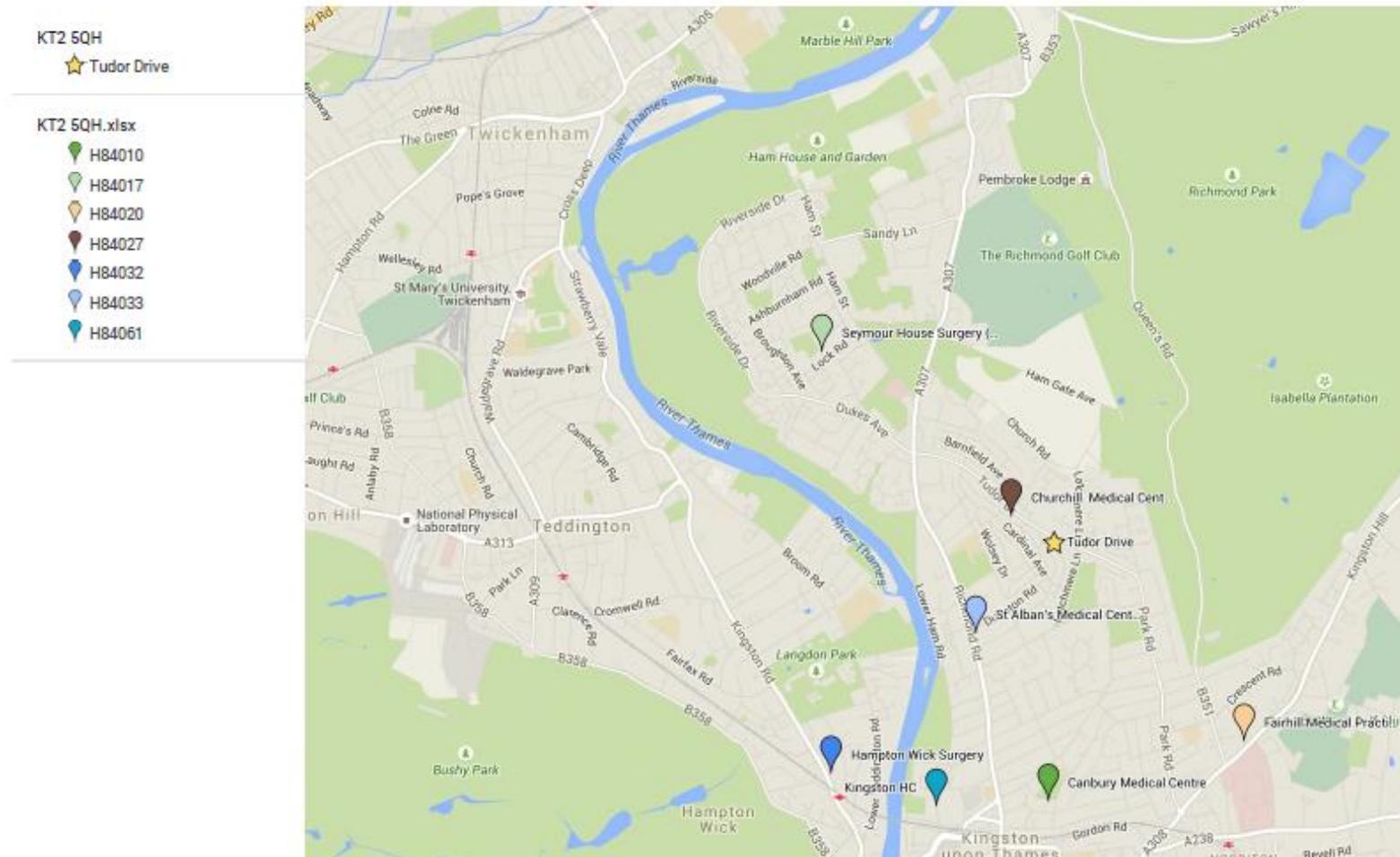
	<p>the list size, however, the scale of growth has been insufficient and the practice has not been able to secure a substantial patient list in order to operate as a stand-alone practice over the remainder of the contract.</p> <p>Another issue for the practice has been the difficulty of attracting and retaining a permanent salaried GP to the site, which has led to the necessity of employing locum practitioners at increased cost. This also means that patients have not had access to a stable workforce and the associated continuity of care. It is not expected that a new provider at this site would be able to grow the list size or attract permanent staff, so the issues at the practice are likely to remain.</p> <p>NHS England and Kingston CCG have worked together on this issue, engaged with the local population, the practice Patient Representative Group (PRG), stakeholders including Healthwatch and the Local Medical Council as well as the local MP and Councillors to ensure a continuity of care for the patients registered at the surgery. As part of this engagement, there was a month-long patient consultation; this included writing to all registered patients, holding two drop-in patient events at the practice, and seeking opinions by post, phone, email and web-survey.</p> <p>An options appraisal paper was taken to the South West London Joint Committee held on 3 September 2015, where this case was discussed and the patient consultation process agreed.</p>
<p>Options</p>	<p>The options available to the co-commissioners are :</p> <ol style="list-style-type: none"> 1. Procurement of a new provider: bids from prospective service providers are submitted through the standard EU tendering processes; each bid is scrutinised and appraised for quality, value for money and scope. 2. Dispersal of the patient list to surrounding practices: the patients registered at the practice are written to, advising them of the closure and are provided with the information to allow them to choose the most suitable new practice to register with. <p>A re-procurement of the service is not supported due to the small registered list and the new registration difficulties AT Medics – one of the foremost APMS providers in London – have met in the previous seven years. Previous procurement exercises have informed us that bidders are not attracted to patient list sizes of fewer than 6,000 patients.</p>
<p>Finance</p>	<p>Currently there are annual recurrent premises costs of £36,000 rent and £9,840 rates: £45,840 in total. In addition to this, there is the annual contract value of approximately £180,000, not including other additional payments.</p> <p>Dispersal would not result in a cost saving against the contract value is calculated per patient head, so the funds will be distributed amongst the practices with which patients choose to register.</p>

	<p>If a procurement option was chosen, a caretaker arrangement would need to be put in place whilst the procurement process was run, which would normally take 9 to 12 months. Caretaking is estimated to cost an additional £40,000 for the period of the arrangement and the average cost of a procurement exercise is £10,000.</p> <p>The premises are leased from Drs Yadav and Thakerar, who were partners at the surgery until 2008. The lease is held by AT Medics and is due to expire in December 2015.</p>
<p>Patient consultation Feedback</p>	<p>The patient consultation ran from the 24 September 2015 to the 25 October 2015. We received 428 (17%) responses from the 2,547 patients registered at the practice.</p> <ul style="list-style-type: none"> • 234 (9%) supporting re-procurement of the service • 174 (7%) supporting dispersal • 20 (1%) reporting no preference • 2119 (83%) of patients did not respond, with those who did respond presenting a mixed view. The overwhelming majority of patients are unmoved by the service re-provision. <p>The registered practice list size has dropped from 2,547 on the 1 July 2015 to 2,267 as at the 22 October 2015, which suggests that patients are already proactively seeking out alternative practices.</p>
<p>Comments</p>	<p>If the list dispersal is approved, there is sufficient capacity in surrounding practices and a desire from these practices to register the patients of Tudor Drive Surgery permanently. There is an outline plan to assist and manage the transfer of patients to their new practice of choice.</p> <p>Please see <i>Appendix 2</i> for performance details on the 7 surrounding practices.</p>
<p>Recommendation(s) to Board</p>	<p>NHS England and Kingston CCG, the co-commissioners of the service based at Tudor Drive Surgery, jointly recommend that the registered list size be dispersed to the local practices which have more than enough capacity to absorb this list size.</p> <p>The majority of patients did not express any preference for either option for the future of this practice, with the outcome of those patients that did take part in the consultation being mixed with no definitive preference.</p> <p>Procurement is not recommended as it is expected to be difficult to attract suitable bids from providers and the costs associated with providing caretaking arrangements would be high. Co-commissioners have been unable to generate any interest from local providers turning the surgery into the branch site of another practice.</p>

	<p>The co-commissioners of the service have been actively supporting the registered list of patients through the process since the providers decided to hand back their contract, and will continue to ensure that their access to primary care services is not impeded or diminished.</p>
<p>Next steps</p>	<p>If list dispersal is agreed, all stakeholders will be notified of the decision. A letter will be written to the registered patients notifying them of the outcome of the consultation and the final decision. They will receive information advising them of their options and providing sources of information, to assist them in making decisions about their care needs and choosing a GP with which to register. We will also work closely with the local providers to aid the re-registering of patients at their practices.</p> <p>There is a closedown procedure that NHS England follows in the event of practice closures which will be followed efficiently and effectively. Any patient that does not transfer by 31 December 2015 will have their records securely transferred to the Primary Care Support Service (PCSS) and held there until they register with a new practice. Those patients will be at risk of not being included in the national screening programmes such as breast, cervical and bowel screening until they re-register.</p> <p>The practice has identified the patients who are deemed vulnerable and at risk and also compiled a list of those that have long term conditions with a view to contacting them to ensure they have continuity of care by primary medical services and a safe handover. NHS England and Kingston CCG will work with the provider to facilitate this transfer.</p>

Appendix 1 - GP practices within a mile of Tudor Drive Surgery

Tudor Drive



Appendix 2 - GP practices within a mile of Tudor Drive Surgery

Practice Code	Practice Name	Address	CCG	Contract Type	Distance (Miles)	NHS Choices Rating	Would recommend the surgery
H84027	Churchill Medical Centre	164 Tudor Drive, KT2 5QG	Kingston	PMS	0.2	2	73.6%- in the middle range
H84033	St Alban's Medical Centre	212 Richmond Road, KT2 5HF	Kingston	GMS	0.4	No rating yet	93.3% among the best
H84010	Canbury Medical Centre	1 Elm Road, KT2 6HR	Kingston	GMS	0.8	3.5	80.2% in the middle range
H84020	Fairhill Medical Practice (Kingston Hill branch)	81 Kingston Hill , KT2 7PX	Kingston	PMS	0.8	2	73.1% in the middle range
H84061	Kingston Health Centre	10 Skerne Road, KT2 5AD	Kingston	GMS	0.9	4	84.6% - in the middle range
H84017	Lock Road Surgery Branch of Seymour House Surgery	55a Lock Road, TW10 7LJ	Richmond	GMS	1	2.5	70.1% - in the middle range
H84032	Hampton Wick Surgery	26 Upper Teddington Road, KT1 4DY	Richmond	GMS	1	3	83.1% - in the middle range