

A black and white close-up portrait of an elderly woman with short, wavy, light-colored hair. She is wearing dark-rimmed glasses and has a slight smile. Her face shows signs of aging, including wrinkles and a mole on her left cheek. She is wearing a dark, textured jacket over a light-colored top. The background is a plain, light color.

# **Wandle Valley Surgery: Future of Services Following Contract Termination**

**27 October 2015**

## Wandle Valley: Future of Services Following Contract Termination

<p><b>Name of CCG:</b>  <b>Name of Commissioner:</b>  <b>Author</b>  <b>Date:</b></p>	<p>O8T - Sutton  NHS England (London Region)  William Cunningham Davies, Omid Gilanshah &amp; Rory Christie  27 October 2015</p>
<p><b>Executive summary</b></p>	<p>The providers of the contract at Wandle Valley Health Centre have handed back their contract to NHS England, with a termination date of 31 December 2015. The Joint Co-Commissioners, NHS England and NHS Sutton 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"> <li>• Procurement of a new provider</li> <li>• Dispersal of the patient list to surrounding practices</li> </ul> <p>On consideration, NHS England and NHS Sutton CCG recommend that the 1,914 registered patients should be dispersed and patients advised to register at an alternative local practice. We have consulted with four practices located within a mile of the Health Centre (<i>see Appendix 1</i>) and they have confirmed that they have sufficient capacity to absorb the list size between them.</p> <p>Patients are free to choose their new GP practice and have been provided with sources of information to aid them in making this selection. NHS England, NHS Sutton 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 South West London Joint Committee to approve the decision.</p>
<p><b>Background Information</b></p>	<p>The Wandle Valley Health Centre Alternative Provider Medical Services (APMS) contract is due to expire on 30 September 2015, with an original contract start date of 1 October 2007.</p> <p>The contractors, AT Medics, notified the NHS England Primary Care team in writing on 23 July 2015 of their intent to end their contract to provide primary 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 Wandle Valley Health Centre.</p>

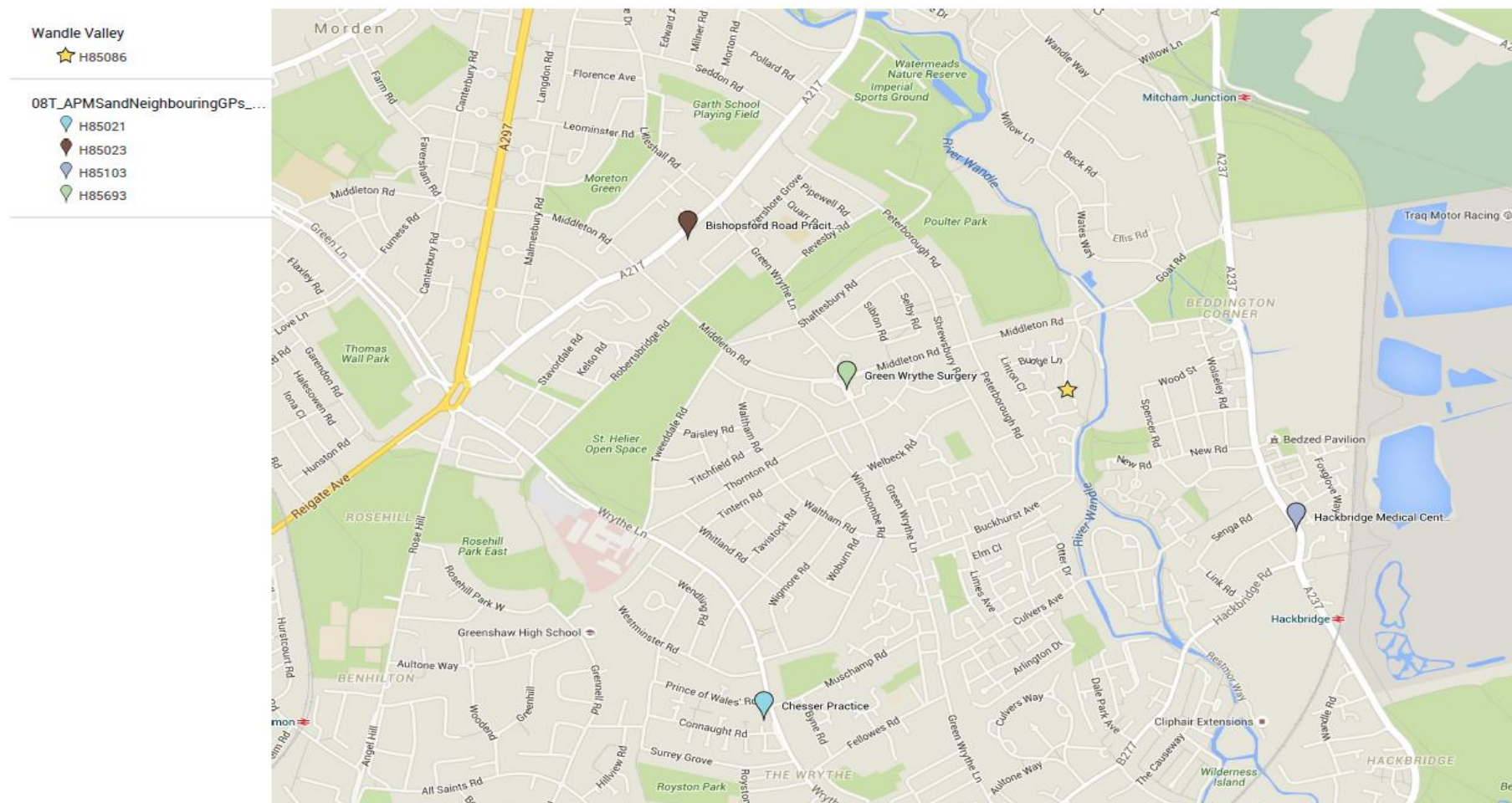
	<p>The current registered list size is 1,914. AT Medics have made every effort to grow the list size during their contract but the limitations of the current premises and the local geography have prevented growth. The discreet location on a small housing estate means that there is a reduced profile locally with the majority of patients being those residing in houses on the estate. This has been exacerbated by the demolition of dwellings behind Wandle Valley.</p> <p>When the health centre was built, there were plans for a housing estate to the north of the site which would have increased the number of possible registrations. Unfortunately, this development was delayed and AT Medics extended their catchment area to cover the entirety of the borough of Sutton. 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 would remain.</p> <p>NHS England and NHS Sutton CCG have worked together on this issue, engaged with the registered patients, stakeholders including Healthwatch, the Local Medical Committee and the local MP and councillors, to ensure continuity of care for the patients registered at the Health Centre. 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><b>Options</b></p>	<p>The options available to the co-commissioners are :</p> <ol style="list-style-type: none"> <li>1. <b>Procurement of a new provider:</b> bids from prospective service providers are submitted through the standard EU tendering processes where each bid is scrutinised and appraised for quality, value for money and scope.</li> <li>2. <b>Dispersal of the patient list to surrounding practices:</b> 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.</li> </ol> <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><b>Finance</b></p>	<p>Currently there are annual recurrent premises costs of £38,750 rent and £26,432 rates: £65,182 in total. In addition to this, there is the annual contract value of</p>

	<p>approximately £140,000, not including other additional payments.</p> <p>Dispersal would not result in a cost saving against the contract value, as this value is calculated per patient head, so the funds will be distributed amongst the practices with which patients choose to register. There would be future savings to primary care commissioners on premises costs if the building was no longer used for primary care.</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 owned by NHS Property Services (NHS PS) and the lease held by the practice expired on the 1 October 2015. NHS England has negotiated an extension to the lease until the 31 December 2015.</p>
<p><b>Patient consultation Feedback</b></p>	<p>NHS England carried out a patient consultation exercise which ran from the 21<sup>st</sup> September 2015 to the 16 October 2015. We received responses from 24% (450) of the 1,914 patients registered at the practice:</p> <ul style="list-style-type: none"> <li>• 361 (19%) supported re-procurement of the service</li> <li>• 74 (4%) supported dispersal, and</li> <li>• 15 (1%) reported no preference</li> <li>• 1,464 (76%) of patients did not respond, so although those who did respond were opposed to dispersal, the majority of patients did not express any preference.</li> </ul> <p>The registered practice list size has dropped from 1,914 on the 1 April 2015 to 1,836 on the 22 October 2015, which suggests that patients are already proactively seeking alternative practices.</p>
<p><b>Comments</b></p>	<p>If the list dispersal is approved, there is sufficient capacity in surrounding practices to register the patients of Wandle Valley Health Centre 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 four closest Sutton practices.</p>
<p><b>Recommendation(s) to Board</b></p>	<p><b>NHS England and NHS Sutton CCG, the co-commissioners of the service based at Wandle Valley Health Centre, jointly recommend that the registered patients be dispersed to the local practices which have sufficient capacity to absorb them.</b></p> <p>The majority of patients did not express any preference for either option for the future of this practice, although those who did respond were mostly in favour of re-procurement of primary medical services at the site.</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 gave notice on their contract, and will continue to ensure that their access to primary care services is not impeded or diminished.</p>
<p><b>Next steps</b></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 The Wandle Valley Health Centre

### Wandle Valley Area



**Appendix 2 - GP practices within a mile of The Wandle Valley Health Centre**

Practice Code	Practice Name	Address	Borough	Contract Type	Distance (Miles)	NHS Choices Rating	Would recommend the surgery
H85693	Green Wrythe Surgery	Green Wrythe Lane, Green Wrythe Lane, SM5 1JF	Sutton	PMS	0.4	2.5	69.3% - In the middle range
H85103	Hackbridge Medical Centre	Hackbridge Medical Centre, 138-140 London Road, SM6 7HF	Sutton	PMS	0.5	2.5	77.7% - In the middle range
H85023	Bishopsford Road Practice	191 Bishopsford Road, SM4 6BH	Sutton	PMS	0.8	3	75.9% - In the middle range
H85021	Chesser Practice	Chesser Surgery, 121 Wrythe Lane, SM5 2RT	Sutton	PMS	0.8	3.5	80.2% - In the middle range