

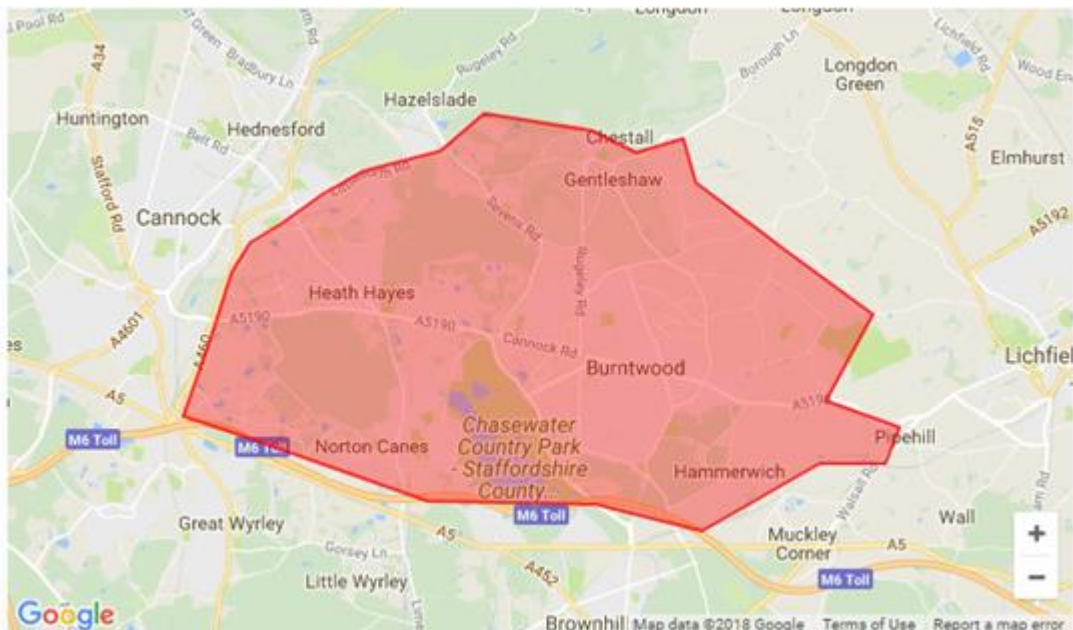


## REPORT TO: Primary Care Forum

<b>Enclosure:</b>				
<b>Title:</b>	Burntwood Health and Well Being Centre APMS Contract			
<b>Meeting Date:</b>	February 2023			
<b>Executive Lead(s):</b>	<b>Exec Sign-Off Y/N</b>	<b>Author(s):</b>		
<name(s) redacted>	Y	<name(s) redacted>		
<b>Clinical Reviewer:</b>		<b>Clinical Sign-off Required Y/N</b>		
<b>Action Required (select):</b>				
<b>Ratification-R</b>	<b>Approval -A</b>	<b>Discussion - D</b>	<b>Assurance - S</b>	<b>Information-I</b>
	X	X		
<b>History of the paper – where has this paper been presented</b>				
		Date	A/D/S/I	
<b>Purpose of the Paper (Key Points + Executive Summary):</b>				
<b>Introduction</b>				
<p>The current Alternative Provider Medical Services (APMS) contract for Burntwood Health and Wellbeing Centre (BHCW) is due for re-procurement in March 2024 and a commissioning decision is required with regard to future provision.</p> <p>The purpose of this paper is to outline the options for this contract and provide a recommendation based on the local need of the population and geographical factors, including the estates plan for the Burntwood area.</p>				
<b>Background</b>				
<p>Burntwood Health and Wellbeing Centre was opened in 2009 as a temporary measure to support the local area with general practice provision. As more housing estates were erected there was not enough provision for the growing population. The temporary building was situated on land owned by the local council and is two Centre is located in Burntwood, at the side of Burntwood Leisure Centre.</p>				

The Centre was last inspected by the Care Quality Commission (CQC) in February 2020 and was rated Good overall.

The registered practice population is currently 4,914 and has been gradually reducing over recent years.



*Burntwood Health and Well Being Catchment area*

When the previous APMS contract was due to end in 2018 the preferred option was to disperse the list, however this was not viable at the time due to neighbouring practices estate restrictions. The APMS contract has a financial implication if continued (currently funded at GMS (General Medical Services) + 10%).

### National Patient Survey Results

Patient satisfaction results for BHWC are as follows:

#### Patient Access (*patient percentage*)

- 38% Good overall experience of making an appointment
- 34% Easy to get through to this GP practice by phone
- 79% Helpfulness of receptionists at this GP practice
- 25% Satisfied with the general practice appointment times available
- 36% Offered a choice of appointment when last tried to make a general practice appointment
- 57% Satisfied with the appointment offered

#### Appointment experience (*patient percentage*)

- 80% The healthcare professional was good at giving the patient enough time
- 80% The healthcare professional was good at listening to the patient
- 75% The healthcare professional was good at treating the patient with care and concern
- 73% The patient was involved as much as they wanted to be in decisions about their care and treatment
- 87% The patient had confidence and trust in the healthcare professional they saw or spoke to
- 87% The patient's needs were met

Burntwood Health and Wellbeing Centre is sitting below the national average for patient satisfaction but was rated good overall with a 52% “good” patient experience.

## Local GP Provision

The General Practice provision in Burntwood currently is as follows:

Practice	Registered List Size (Oct 2022)	CQC Overall Rating	Distance from Burntwood Health and Wellbeing Centre
The Darwin Practice – Greenwood Health Centre	19,065	Good	1.7 miles
Chasetown Medical Centre (branch of The Darwin Practice)	n/a	n/a	0.5 miles
Salters Meadow Health Centre	11,279	Good	0.4 miles
The Langton Medical Group - Boney Hay Surgery	2,143	Good	1.6 miles
Burntwood Health and Wellbeing Centre	4,914	Good	NA

The practices that cover the catchment area of BHC are Salters Meadow Health Centre and Darwin Medical Practice.

## Burntwood Estates Plan

Burntwood estate has already been developed substantially to support with the growth of housing developments. Darwin Medical Practice has had their Greenwood Surgery site built. Greenwood was built to replace the Hudson Drive health centre which was no longer fit for purpose. The new build was completed in September 2021 and houses the Darwin medical practice. Darwin medical practice has 19,065 registered patients and the new facility has a floor area of 1,107 m2. The building was designed to accommodate around 20,000 patients and the predicated local growth during the Local Plan period within the Burntwood area is estimated at around 2000 patients, spread over the three local practices.

An outline business case is currently being prepared by the ICB (Integrated Care Board) for the development of a new build health centre in Burntwood. The development is a partnership with Staffordshire County Council and will see the new health centre being built on land owned by the Council. The Council will fund the capital build costs of the new building with health paying a rent for the accommodation once it is completed. Subject to the approval of the business case work will start on the health centre next year and it will open in 2025.

Work is progressing with the practices to develop the plans for the building and a master plan for the wider site has been produced by the County Council, which incorporates Extra Care housing and a community hub.

As a result of the estate developments outlined above, neighbouring practices now have the capacity to take on the patient list from BHC in the event of its dispersal.

## Options

There are two options for the APMS contract:

### Option 1: Disperse the practice list.

As a result of the estate development the practices in the catchment area now have capacity to take the patient list. The general practice provision in Burntwood with the neighbouring practices is good and they are supported by a strong Primary Care Network (PCN). If the list is dispersed, this will

release the budget associated with the rental of the building and be redirected to support the growth of the estates landscape in Burntwood. The patients will be re-registered in practices within close proximity of Burntwood Health and Well Being Centre.

### Option 2: Reprocure the contract

Re-procurement of the contract. The APMS contract is time limited (5 years) and will need to be reviewed again in the future. The APMS contract does have a financial implication and the building costs would need to be considered.

### Recommendation

Option 1 is the recommended option. This will enable the patients to access GP services from alternative practices with higher patient satisfaction rates residing within more modern facilities. The Burntwood Estates plan has enabled the neighbouring practices to move into better facilities and are able to take these patients.

The Primary Care Team has engaged with the practices within the catchment area, and <name(s) redacted> have expressed an appetite to support the process and absorb the BHWC patient list.

A robust plan will be developed to support the dispersal, which will include Quality and Equality Impact Assessments, patient engagement and consultation. The local population will be consulted and involved in the process to ensure minimum impact to the service provision and no impact on patient care.

### Conclusion

The Primary Care Forum is requested to consider the options within this paper and support the recommendation.

Is there a potential/actual Conflict of Interest?	Y/N
Outline any potential Conflict of Interest and recommend how this might be mitigated	
NA	
Summary of risks relating to the proposal (inc. Ref. No. of risk it aligns to on Risk Register):	
<ul style="list-style-type: none"> <li>If we were to reprocure, APMS contracts are time limited and costly</li> <li>The cost of the temporary building is high, which has an impact on the financial aspect of growth in the estates landscape in Burntwood</li> <li>Patients may fear the impact that a dispersal has on their service provision – negative feedback will be received especially due to the current issues nationally with Access to General Practice</li> </ul>	

Implications:	
Legal and/or Risk	
CQC/Regulator	Last inspected 2020 Rated Good overall – no further CQC planned
Patient Safety	No changes to patient general practice service provision
Financial – if yes, they have been assured by the CFO	Long term financial gain to support the estate growth in Burntwood
Sustainability	Patients are registered with a practice holding a GMS (General Medical Services) contract. APMS are time limited which may result in further amendments to the provision of services at Burntwood Health and Wellbeing Centre
Workforce / Training	

Key Requirements:		Y/N	Date
1a.	Has a Quality Impact Assessment been presented to the System QIA Sub-group?	NA	
1b.	What was the outcome from the System QIA Panel? (Approved / Approved with Conditions / Rejected)		
1c.	Were there any conditions? If yes, please state details and the actions in taken in response: <ul style="list-style-type: none"> <li>Condition 1 &amp; action taken.</li> <li>Condition 2 &amp; action taken.</li> </ul>		
2a.	Has an Equality Impact Assessment been completed? If yes, please give date(s) <ul style="list-style-type: none"> <li>Stage 1</li> <li>Stage 2</li> </ul>	NA	
2b.	If an Equality Impact & Risk Assessment has not been completed what is the rationale for non-completion? <b>Completion post decision.</b>		
2c.	<b>Please provide detail as to these considerations:</b> <ul style="list-style-type: none"> <li>Which if any of the nine Protected Groups were targeted for engagement and feedback to the ICB, and why those?</li> <li>Summarise any disaggregated feedback from local Protected Group reps about any negative impacts arising / recommendations (e.g., service improvements)</li> <li>What mitigation / re-shaping of services resulted for people from local Protected Groups (along the lines of 'You Said: We Listened; We Did'?)</li> <li>Explain any 'objective justification' considerations, if applicable</li> </ul>		
3.	Has Engagement activity taken place with Stakeholders / Practices / Communities / Public and Patients  <b>Engagement has taken place with &lt;name(s) redacted&gt; If the dispersal is approved, &lt;name(s) redacted&gt; will support the ICB with engagement with the practices the dispersal will impact. Patient engagement will also commence if the dispersal is agreed. Engagement has also taken place with the estates team to ensure the estate is in a position for the dispersal to take place if approved.</b>	Y	
4.	Has a Data Privacy Impact Assessment been completed?  <b>Please provide detail</b>	NA	
<b>Recommendations / Action Required:</b>			
<b>The Primary Care Forum is asked to:</b>  The Primary Care Forum is requested to consider the options within this paper and support the recommendation.			