

Briefing for councillors
Shakespeare Medical Practice
Provision of General Practice and Walk-in Services

Background

Shakespeare Medical Centre, which was opened in 2009, provides traditional GP services to its registered patients as well as providing a Walk-in primary care service for any patients requiring care even if they are not registered with the GP practice. There are around 3,800 patients registered with the GP practice. The Walk-in centre, which is open 365 days a year from 8am-8pm sees around 1,750 patients each month.

The Shakespeare Medical Centre was commissioned by Leeds Primary Care Trust (PCT). Before such a service could be commissioned the PCT undertook an extensive consultation programme with all stakeholders to ensure that the tendering exercise for the provision of a GP practice and urgent walk-in facility would be aligned to population needs. The consultation process included a public engagement exercise between May 2008 and August 2008 to seek views on the services which could be provided.

Following a robust procurement and consultation process, Care UK Clinical Services Limited was chosen as the preferred provider to deliver primary care services for the new GP-led Health Centre in Leeds.

Care UK Clinical Services Limited was chosen to deliver the contract after demonstrating that it is an excellent and experienced provider of GP Services offering the highest level of care.

Recently Care UK has informed NHS England (West Yorkshire) and NHS Leeds North Clinical Commissioning Group that they wish to withdraw from the contract and have invoked their exit strategy in line with contractual agreements. As a result they will no longer be in a position to provide services after 28 February 2014. This means we are now in a position where we require quick action to ensure that there is a seamless transition to a new service provider.

Our next steps

We are working closely with NHS England (West Yorkshire) to ensure that registered patients to the GP practice are informed of the change of service provider and have a chance to feedback their experiences to date. We are also looking to ensure that the new service provider is in a position to provide high quality, safe and responsive care to any patients requiring urgent treatment from the walk-in centre element of the Shakespeare Medical Practice. We have outlined below how we will be working on both elements of the services provided at Shakespeare Medical Centre to ensure that we can continue to provide services for our patients from 1 March 2014.

GP practice

We are working closely with our colleagues in NHS England (West Yorkshire) who are responsible for commissioning the GP practice element of the service. They are committed to identifying a new service provider that can continue to deliver the current service specification, which includes 8am – 8pm appointments and weekend opening.

NHS England's aim is to ensure that patients receive a quality service and to continue, where possible, to receive the same service that they currently get from Care UK.

NHS England is in the process of writing to approximately 3600 patients registered with the practice to inform them of the changes and invite patients to give feedback on the service they've received to date. Once a new provider is in place, patients will receive an update explaining who this is and outlining any changes in service provision.

Walk-in centre

We are about to issue service specification documents and application forms for prospective service providers so that they can submit their proposals for the provision of GP practice and walk-in centre services at Shakespeare Medical Centre. The tender process will start from 17 January 2014 with a deadline for submissions of 3 February 2014. We will then work with NHS England (West Yorkshire) supported by clinicians to review the bids on 4 February with a final decision being made, in principle on 6 February before it is ratified on 7 February.

The contract term will run from 1 March 2014 to 31 March 2015 as we feel this will help the new service providers to make appropriate staffing arrangements and more importantly it fits in with our plans to review the overall provision of urgent and emergency care services in the city.

As you will be aware the NHS nationally and locally is looking closely at how we ensure we can provide services more closely aligned to the needs of our local populations. Some of the proposals being mooted by NHS England include the provision of seven day primary and out of hour's services with extended opening times. We also need to look at how other elements of our urgent care provision in the city currently operate and how we can develop services that ensure that people get treated at the right time in the right place and by the right people. It is for this reason that we are not looking to provide a longer contract term for new service provider.

Keeping people informed

We are committed to ensuring that all our stakeholders are kept informed of the change of service provider and any changes they may need to be aware of. At this stage we are confident that the process will see a seamless handover and that patients will continue to have access to high-quality care.

We will work with NHS England (West Yorkshire) to develop a joined up approach to communications and engagement.

- **Patients and the public:** NHS England (West Yorkshire) will be providing information to patients registered to the GP element of the service. This will ensure that they are aware of the change of service provider and be reassured that they will still have access to GP services. It is envisaged that the primary contact details are unlikely to change. For the walk-in centre we will look to provide any information that is relevant to patients and the wider public so that they are aware that this service is still available, what it offers and how it can be accessed. This also fits in with our wider plans to raise awareness of all services available to patients should they fall ill or get injured and ensure that they make the best choice when they need care.
- **Councillors and political committees/Health and Wellbeing Board:** We will ensure that we continue to be open and transparent throughout the process and actively involve all our councillors and political bodies in the wider review we will be undertaking around urgent and emergency care in the city. We will be attending the Overview and Scrutiny Committee (Health and Well-being and Adult Social Care) on 29 January 2014 along with colleagues from NHS England (West Yorkshire). We are active partners on the Health and Wellbeing Board and take our responsibility seriously this means we will ensure members of the Board are kept informed of the latest developments.
- **Partners:** We will ensure our partners are kept informed of the change of service provider. This will be done using our existing processes.
- **Staff:** We will, where required, provide any support for staff affected by this change. However we envisage that this will primarily be the responsibility of the service providers.

Your views

We want to continue to work with you so that patients and the wider public in Leeds can benefit from safe, high-quality care. If you would like to meet with me and my colleagues to discuss your thoughts please do get in touch.