

GP-led Health Centre for Leeds

1. Background

A number of local and national initiatives gave direction to primary care trusts during 2007 and 2008, guiding the development of improved NHS services. These included:

- **The NHS Next Stage Review Interim Report October 2007** (*known as the "interim Darzi Report"*). This report gave a commitment that the every PCT will establish a new GP-led Health Centre.
- **The NHS Operating Framework 2008/09**. This confirmed that each PCT will be expected to complete procurements during 2008/09 for the GP services that form the core of these health centres, with a flexible range of bookable appointments and walk in services available from 8am to 8pm seven days per week
- **Department of Health letter to Strategic Health Authorities Gateway Ref 9194** which states "Each PCT will be expected to complete procurements during 2008/09 for (as a minimum) the GP services that form the core of these health centres"
- **GP Access and Patient Satisfaction Surveys 2007 and 2008**

In line with national and local priorities, NHS Leeds' strategy and core objectives include reducing health inequalities and increasing patient access to high quality primary care medical services. Initiatives commencing and/or coming to fruition over the last two years include the following:

- **the procurement of new additional primary care medical services** (as recommended in the NHS Operating Framework);
- **the procurement of new additional primary care dental services** (including Yeadon dental services);
- **the enhancement of existing services** (including the extended opening hours of almost 70% of GP practices now opening in evenings or at weekends);
- **premises and estates developments** (including nine new LIFT premises, and a £2M upgrade programme underway for existing premises);
- **increasing investment and commissioning of existing primary care providers of medical, dentistry, and pharmacy services**. The primary care contract funding for GPs, pharmacists and dentists in Leeds has increased year on year, and in 08/09 is now at its highest ever.

2. A new GP-led Health Centre

Location

National and international evidence, backed by the Royal College of General Practitioners has concluded that by increasing numbers of GPs in a deprived area, thus increasing access to medical services, the NHS can reduce health inequalities.

In line with the national and local initiatives outlined above, whilst recognising that many areas of Leeds are deserving of continued investment, the Lincoln Green/Ebor Gardens area of Leeds was chosen as the site for an additional GP-led Health Centre. This is because the area is recognised as having particular health needs. In particular NHS Leeds took account of the following:

- the demographics of this locality includes a population which finds it difficult to access traditional GP services, as can be seen by the high attendance rates at Accident and Emergency;
- the area faces challenges in tackling the high rate of teenage pregnancy, sexual health issues, mental health issues, and long term conditions. Improved access to primary care services can help to address this;

Provider

Following a robust procurement process, we can confirm that Care UK Clinical Services Limited has been chosen as the preferred provider to deliver primary care services for the new GP-led Health Centre in Leeds.

Care UK is a leading independent provider of health and social care. Working in close partnership with local authorities, PCTs and SHAs, the company has 15 years of experience and expertise in delivering highly specialised, value for money, tailor-made service solutions including residential, community, secondary and primary care.

Care UK operates over 50 nursing and residential homes for older people as well as supported living services and provides care for those with learning disabilities or mental health needs. The company provides over 120,000 hours of care and support each week to people in their own homes and also operates a range of specialist children's services including residential care and fostering.

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. The organisation currently delivers a wide range of primary, secondary and community based services nationally including GP Services, Walk in Centres and treatment centres.

3. The services to be provided

Care UK in the new GP-led Health Centre service

A public engagement exercise took place between May 2008 and August 2008 to seek views on the services which could be provided. The results confirmed public desire for extended opening of traditional GP services.

A patient advisory group was established to facilitate the procurement programme and to elect a patient representative who joined the PCT team to help in choosing the provider of this service.

The service is scheduled to open in March 2009, At its heart this is a GP practice, with a registered list of patients, to be cared for as any GP cares for their patient. As with any other GP practice and indicated within the March 2008 Board paper and specification, the contractor will provide:-

- **Essential Services** such as services required for the management of patients who are or believe themselves to be ill, including consultation, examination and onward referral if appropriate.
- **Additional Services** such as; Childhood vaccinations, cervical screening, contraception, maternity services.
- **Enhanced Services** such as; Influenza vaccinations, minor surgery procedures and contraceptive device fitting.

However, NHS Leeds uses the term GP-led Health Centre because this is more than an ordinary practice, and it also offers the following:

- 8am to 8pm opening for patients, all days of the year;
- walk-in services to any resident of Leeds, and will offer a real alternative to queuing at Accident and Emergency for the treatment of simple primary care conditions; such as minor injuries and illnesses such as minor burns and scalds, rashes, headaches cough colds etc.;
- appointments to patients registered at any other practice in Leeds or elsewhere, who prefer to access the GP services here, because of convenience of access;
- a range of Extended Services such as weight management, osteoporosis screening services and sexual health services. The service will also have a strong focus on Children and families;
- an innovate “Street Doctor” service which involves GPs and nurses going out to community groups to discuss health concerns and encourage registration with a GP to support their primary healthcare needs.

This is the third Walk In Centre for Leeds with others at LGI and The Light. Anyone can walk in and use the services of the health professionals and GP if this is more convenient and means they get the care that they need at the time they need it. However, the cornerstone of our primary care strategy is that the people of Leeds are encouraged to be registered with a GP as this means they have consistent and on-going care which ultimately improves health outcomes. The improvements made around extended access to GP services in Leeds recently are supporting this strategy further.

NHS Leeds and Care UK will closely monitor access to the Walk In services by those who are not registered with the GP-Led Health Centre by way of an agreed Core Data Set. This will enable both the commissioner and provider to establish the reasons patients are accessing the services for and identify trends. NHS Leeds will take the opportunity to use this information to drive quality standards on access across the city.

The successful provider has committed to establishing local patient groups and forums to focus on addressing the outcomes of the consultation. They will explore further how they might be able to deliver some of the services that people said they would like to see in the new GP-led service in the future.

The revenue cost of this service for years one and two is £600,000 per year. This represents 0.5% of the contractual spend from NHS Leeds on GP services across the city. By investing this money in accessible primary care services we will hope to see savings in secondary care services such as A&E. The refurbishment costs total £300,000.

Chilvers McCrea –Burmantofts Health Centre

The current GP practice in the building is an independent practice and is expected to fulfil its own contractual obligations to support its registered patients. As with all GPs across Leeds we expect access to appointments for patients to meet the national standards. These are for patients to be able to get an appointment with a primary health professional within 24 hours and an appointment with a GP within 48 hours.

There are many examples across the city of different independent GP practices sharing premises and this instance they will operate no differently. Having the new GP-led Health Centre service will increase choice for local people and provide more

flexibility at weekends and evenings to be able to access primary healthcare services locally.

4. Other Health Centre developments in Leeds

In total nine health centres have been opened under the LIFT scheme in Leeds PCT area. (The Local Improvement Finance Trust (LIFT) programme is a public and private partnership between Leeds LIFT, Leeds PCT and Leeds City Council).

These centres are listed below.

- East Leeds Health Centre 78 Osmondthorpe Lane LS9 9EF
- Wetherby Health Centre, Hallfield Lane, Wetherby LS22 6JS
- Wortley Beck Health Centre, Ring Road, Wortley, Leeds, LS12 5SG
- Yeadon Community Health Centre, South View Road, Yeadon, LS19 7PS
- Beeston Hill Community Health Centre, 123 Cemetery Road, Beeston
- Armley Moor 95 Town Street
- Beeston Hill Community Health Centre, 123 Cemetery Road
- Woodsley Road Health Centre Woodsley Road
- Parkside Community Health Centre 331 Dewsbury Road

5. Programme of upgrades to existing primary care premises

A £2 million programme to upgrade and refurbish NHS health centres across the city is now underway. The Board of Directors for NHS Leeds agreed proposals in July 2007 to refresh premises at 19 sites across Leeds to improve the environment for staff and patients attending for health care and treatment.

Improvements vary at each site and include backlog maintenance, access for disabled people, refurbishing and furnishing waiting areas and consulting rooms, and upgrading heating systems to make them more energy efficient. Information technology systems in the clinics will be upgraded to enable clinic staff faster and better access to patient records, the Choose and Book appointments booking system and other online medical resources like specialist referral forms.

Other maintenance works will also take place to upgrade fire alarm systems and telephone systems, re-surface some car parks and improve security.

Morley Health Centre on Corporation Street is to undergo a £90,000 refurbishment including the conversion of treatment rooms to improve the environment and facilities for patients. The new Podiatry Suite will include a larger treatment room, a workroom for doctors and nurses with dedicated equipment store and the conversion of a third room into a second treatment room.

The project includes the refurbishment of the Burmantofts Health Centre which will soon become the city's new GP-led Health Centre offering patients greater accessibility and choice. The £300,000 refurbishment includes an improved entrance and access, reception and waiting area, better security, redecoration of the interior and new furniture.

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January 2009

Appendix 1

Communications chronology for new GP-led Health Centre

(PCT Board and Scrutiny Committee working group communications – copies of all documents available on request)

20 December 2007	Early information given to Health Proposals Working group describing Department of Health intentions
13 March 2008	Full briefing to Health Proposals Working Group
20 March 2008	Leeds PCT Board Paper seeking Board approval to progress with procurement.
12 May 2008	Public Engagement programme starts
15 May 2008	Leeds PCT Board Update describing premises proposals
5 June 2008	PCT update to Scrutiny Committee member's enquiry, clarifying the proposed list size of the new centre, and its purpose
September 2008	Health Proposals Working Group update presented