Proposal for new GP services in Leeds

August 2006

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Leeds Primary Care Trusts
Proposal for new GP services in Leeds

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Legend
Areas of proposed new services

Map of Leeds
Proposal for new GP services in Leeds

Thank you for taking the time to consider this proposal to provide new GP services in Leeds.

1 What this document is about

1.1 This document outlines a proposal for improving the provision of GP health services in four areas across Leeds: Chapeltown/Harehills, Holbeck, Bramley and Leeds city centre.

A selection process will take place to recruit new GP service providers into Leeds to deliver services in these four areas. The successful service providers will be responsible to the Leeds Primary Care Trusts (PCTs).

This proposal is about making changes to GP surgeries in Chapeltown/Harehills and Holbeck and providing new GP surgeries in Bramley and Leeds city centre, namely:

- Hilton Road, Chapeltown, Leeds LS8 4HA
- Shafton Lane Surgery, Holbeck, Leeds LS11 9RE
- Bramley, Leeds 13 – new
- City centre – new

1.2 The NHS Primary Care Trusts in Leeds want people who live and work in these areas to tell us what they think about our plans.

1.3 A formal consultation to gather a wide range of views and opinions runs for 12 weeks from 3 August to 27 October 2006 and is being carried out by the five Primary Care Trusts in Leeds.¹

2 Background to the proposal

2.1 In 2006, Leeds is one of Britain’s most successful cities. It has been transformed from a mainly industrial city into one of the most important financial, legal and business centres outside London.

2.2 Leeds is the second largest metropolitan district in England with a population of over 715,000 and covers an area of 552 square kilometres.

2.3 Unlike many other cities in England, Leeds’ population has continued to grow during this period of change. The success of Leeds has brought many benefits, but also some challenges.

¹ The Department of Health has approved the merger of the five Leeds PCTs, (East Leeds, North East Leeds, North West Leeds, Leeds West and South Leeds), to form one Leeds PCT from 1 October 2006.
3 What are the challenges?

3.1 Although there is a positive story to tell, there are still great inequalities in wealth between different parts of the city and, with this, inequalities in health and access to health services.

3.2 It is striking that the rate of early death in the six poorest areas of Leeds is more than double that of the six wealthiest areas. Most importantly, for a variety of historical and cultural reasons, people most in need of healthcare are those least likely to have access to healthcare services.

3.3 Four areas currently experiencing problems with the delivery of GP services are: Chapeltown/Harehills, Holbeck, Bramley and Leeds city centre.

3.4 The challenges include difficulties in recruiting and retaining staff, poor premises, ageing GP workforce, GPs working alone, language difficulties, patients with complex health needs, asylum seekers and a growing population.

4 How we propose to improve GP services for local people

4.1 The Primary Care Trusts (PCTs) in Leeds want to resolve the difficulties some patients have in accessing quality healthcare in Chapeltown/Harehills, Holbeck, Bramley and Leeds city centre. The Leeds PCTs also want to ensure that local healthcare services are able to meet future needs of patients.

4.2 One of the ways the Leeds PCTs aim to achieve this is by inviting current healthcare service providers, like GPs or independent organisations, to take part in a selection process to provide GP services in these designated areas.

The Leeds PCTs are inviting formal Expressions of Interest from interested parties as potential GP service providers. It is important that anyone expressing an interest has a clear understanding of the needs of the local population. They will also need to show how they can work in partnership with others to improve GP services in Leeds.

4.3 Expressions of Interest for: (a) one individual area (b) more than one area, or (c) for all of the areas listed would be welcomed.

4.4 Potential service providers will need to show how they would:

- Reduce the current variation in quality of GP services
- Reduce current health inequalities in specific areas within Leeds ensuring services fully meet the needs of the local population
- Improve access to healthcare services including those in hard to reach groups like older people and asylum seekers

Expressions of interest will be used in drawing up a shortlist of potential contractors to be invited to tender. Submitting an expression of interest does not guarantee inclusion on this shortlist.
• Improve the skills and abilities of the healthcare workforce
• Reduce the amount of people needing to attend hospital through developing the range of services provided in community settings
• Develop culturally sensitive services (e.g. ensuring access to interpreters or female GPs, where needed) delivered by a wide range of providers including the voluntary sector

5 What else do I need to know?

5.1 Making Leeds Better

5.1.1 The Leeds Primary Care Trusts in partnership with Leeds Teaching Hospitals NHS Trust (St James’s University Hospital and Leeds General Infirmary (LGI) have established a vision for health services across Leeds and a plan for a new children’s and maternity hospital. This work is called ‘Making Leeds Better’\(^3\) and includes:

- Developing a new children’s and maternity hospital in Leeds
- Radical redesign of patient pathways across Leeds so that patients can be treated in or close to their homes
- Developing a range of purpose-built buildings so services can transfer from hospital settings
- Focusing acute hospital services for Leeds onto a single main site at St James’s University Hospital
- Ensuring the public, patients and staff are fully involved in making their vision a reality

The new services in this proposal will be part of this vision and be expected to work towards achieving the same goals and aims.

5.2 About the Chapeltown/Harehills area

5.2.1 Chapeltown and Harehills is a deprived inner city area with a high level of need. Demand on GP services is extremely high due to patients with complex health and social needs and general growth in population. This area also receives many of the asylum seekers and immigrants coming into Leeds, who often have serious health problems, compounded by language difficulties.

5.2.2 Services are in the main delivered from premises that are not fit for purpose. All of these issues are placing high demands on current GP surgeries and many are facing difficulties in recruiting and retaining staff.

5.2.3 In addition, there have also been a number of recent changes in the area with GP retirements and surgery closures. This has resulted in extra demand being placed on the remaining surgeries and also means some patients are unable to register with a GP.

\(^3\) See Making Leeds Better website for more information at [www.makingleedsbetter.org](http://www.makingleedsbetter.org)
5.2.4 It is estimated that there are 2000 patients in the local area who are currently not able to register with a surgery.

5.3 About the Holbeck area

5.3.1 Holbeck is an inner city area and has previously been identified as one of the most disadvantaged wards in Leeds. Demand on GP services in this area is high and there have previously been difficulties with GP recruitment with two long-term vacancies placing extra pressure on services.

5.3.2 An area within Holbeck, south of Leeds city centre is part of a regeneration project known as Holbeck Urban Village. It is expected that the population growth associated with this project will be in the region of 3,500. Holbeck Urban Village is a mixed use development incorporating residential, business, leisure and community uses.

5.3.3 The combined populations of both the existing Holbeck area and the new Holbeck Urban Village will create a diverse community with a variety of health needs.

5.4 About the Bramley area

5.4.1 Bramley is located in inner west Leeds with a population of over 22,000 and has been identified as an area suffering from a shortage of GPs. The number of registered patients in west Leeds continues to increase and trends indicate that this is likely to continue.

5.4.2 A number of existing surgeries in the area are close to capacity and cannot safely take on more patients. It is estimated that there are currently around 3000 people living in Bramley and surrounding areas who are not currently registered with a GP.

5.4.3 Regeneration of west Leeds has started and it is anticipated that this will continue. New residential housing developments are also planned.

5.4.4 A new GP surgery is necessary to help the increasing workload pressures on existing surgeries, also address health inequalities and increase choice of health services for patients.

5.5 About the Leeds City Centre area

5.5.1 The current resident population has been calculated as approximately 6,800 people. This population has increased substantially over recent times due to increased developments including residential, business and leisure. These types of development are likely to continue.

5.5.2 People living in the city centre regularly use Accident and Emergency (A&E) services as they have difficulty accessing a GP surgery. This places a larger burden on A&E with a resultant potential increase in patient waiting times.
6 What next?

6.1 The selection process for potential providers has been agreed nationally; however the Leeds PCTs can decide their local arrangements like choosing the service provider and how they consult with local people.

6.2 Proposed Timetable

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<th>Date</th>
<th>Event</th>
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<tr>
<td>3 August 2006</td>
<td>Advert published in Health Service Journal (HSJ) and Expressions of Interest invited</td>
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<tr>
<td>3 August to 27 October 2006</td>
<td>Public consultation: This will include a written consultation document and public open meetings</td>
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<tr>
<td>September/October 2006</td>
<td>Open public meetings to be held across the city</td>
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<tr>
<td>October 2006</td>
<td>Establish a Patient Advisory Group. This group will participate in the selection process for the potential service provider/s</td>
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<tr>
<td>October 2006</td>
<td>Shortlisting of potential service providers</td>
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<tr>
<td>November/December 2006</td>
<td>Formal bids and presentations made by potential service providers</td>
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<tr>
<td>February 2007</td>
<td>Notification of award of contract to successful service provider/s</td>
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<tr>
<td>April 2007</td>
<td>Contract start date</td>
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6.3 Full consultation with staff affected by any changes has already begun and will continue throughout the process.

6.4 The Leeds PCTs value the opinion of local residents, patients, people who work in the wider health or social care setting or anyone who wishes to express an opinion.

6.5 The consultation document is being distributed to a wide range of individuals and organisations, including those detailed in Appendix 1. The document and accompanying material is also available on the Patient Advice and Liaison Service (PALS) website at www.leedspals.nhs.uk/

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4 PALS is a confidential service for anyone who would like advice, information or help or who may have concerns about care received from Leeds PCTs
7 How you can help: Have your say!

7.1 We are committed to ensuring that all registered patients, members of the public and anyone with an interest in health services have an opportunity to have a say about the future of GP services in Leeds.

7.2 We also want to ensure that people have an opportunity to be part of the process in deciding what happens to their GP surgeries.

7.3 You can have your say or be involved in a number of ways:

- You can complete the attached **Comments Form** and return it to the freepost address shown.

- You can contact Leeds Patient Advice and Liaison Service (PALS) on 0800 0525 270 or email pals@leedswest-pct.nhs.uk with any comments or questions or via the PALS website www.leedspals.nhs.uk

- There will be several open meetings in the specific areas mentioned throughout September and October with the opportunity for you to ask questions and find out more information. Details of the meetings will be widely publicised in GP surgeries, pharmacies, libraries, local media and on PCT and PALS website/s.

- **Patient Advisory Group:** It is intended to organise a group of patients to form a Patient Advisory Group. From November to when the new services are in place, this group will advise, make recommendations and be part of the selection process to award the final contract.

  Support and out-of-pocket expenses will be paid. If you are interested in finding out more, please complete your details on the attached **Comments Form** and we will contact you in October or November.

7.4 The PCTs have prepared some questions and answers on the proposal which may be helpful and these are attached at Appendix 2.

8 Contact Information

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<th>For general enquiries or to obtain more information:</th>
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<tr>
<td><strong>Call:</strong> Leeds Patient Advice and Liaison Service (PALS) 0800 0525 270 or <a href="mailto:pals@leedswest-pct.nhs.uk">pals@leedswest-pct.nhs.uk</a></td>
</tr>
<tr>
<td><strong>Write to:</strong> Paul Sandom, Leeds NEPCT, Freepost NAT9906, Leeds LS6 2YY</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.leedspals.nhs.uk">www.leedspals.nhs.uk</a></td>
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If you have special communication needs or would like this information on audio tape or in a different language, please contact us or ask a carer or friend to contact **PALS** on 0800 0525 270.
APPENDIX 1  List of key stakeholders for consultation

In alphabetical order

GPs across Leeds
Independent contractors, e.g. pharmacists, dentists, opticians
Leeds Dental Committee
Leeds Involvement Project locality networks
Leeds Medical Committee
Leeds Mental Health Teaching NHS Trust
Leeds Optometry Committee
Leeds Pharmacy Committee
Leeds Teaching Hospitals NHS Trust
Local businesses
Local community groups
Local councillors and MPs
Local faith leaders
Overview and Scrutiny Committee
Patient Advice Liaison Service (PALS)
Patient and Public Involvement Forums
Public
Registered patients
Social Services
Staff
Staffside
West Yorkshire Strategic Health Authority(SHA)/Yorkshire & Humber SHA
APPENDIX 2  Questions and Answers

Q. Why is this happening?
Leeds PCTs are working to improve quality and access to GP services. In particular there are a number of areas throughout Leeds that have poor access to GP services and have more health inequalities than other areas.

Q. Will this mean my GP may change?
Potentially yes, as there could be a new GP taking over your surgery. Every effort will be made to minimise any disruption to you in the period of change and you will be informed about any change in GP.

Q. Will I have to register with a different surgery?
No, if you are already registered with a GP in Leeds and the surgery changes, you will automatically be included on the new GP list.

Q. Who could run the new services?
This will not be known until the selection process has started. These opportunities have been advertised nationally. It is anticipated that a range of providers will be interested, like GPs, hospitals, BUPA or voluntary sector. GP surgeries across Leeds will be invited to take part and there will be a national advert for organisations to provide services.

You may be aware there has been a great deal of media coverage in recent months concerning other areas in the country going through similar processes. It is important to us that we are able to get the best people possible to provide NHS care in Leeds for now and the future.

Q. Does this mean my surgery will be going private?
No, the services being tendered for are all NHS contract and any potential service provider will be expected to work within that contract and to NHS targets and guidelines.

Q. What will happen to the current staff in the surgery?
It is expected that some of the staff will transfer to the new service, but this will depend on individual staff decisions.

Q. When and where can I have my say or ask further questions?
Please see Section 7 of this document.

Q. Will the opening hours of my surgery change?
The new service will be expected to offer the same or better services than you are currently receiving.

Q. What will happen if I need services out of normal surgery hours?
Getting help outside normal surgery hours or ‘out of hours’ services will not be affected.
Q. **What will happen to my repeat prescriptions?**
You will still be able to obtain your repeat prescriptions from the surgery.

Q. **Will I see any changes in the transition between my existing surgery and the new service?**
It is hoped that you will see improvements in both the quality of care and access to your current GP service.

Q. **Will treatment still be free?**
Yes.

Q. **Will I still be able to get a home visit?**
Home visits will still be available when needed.

Q. **When will I see any changes?**
It is expected that new services will be up and running early in 2007.

Q. **Will I be notified of any changes?**
You will be notified of any change in the running of your current GP surgery.

Q. **As a patient, do I have to do anything?**
Not at this stage, although we would welcome any comments or questions you may have about what is proposed and would welcome anyone who registers an interest to take part in the selection process for the new services.

Q. **When can I book to see a doctor? (Will I still have to call in the morning?)**
This will be up to the new service provider. They will, however, need to work within the NHS guidelines of ensuring patients see a GP within 48 hours.

Q. **Will patient care become secondary to making profit?**
No, patient care is and will remain the highest priority for all PCT services. The new service provider, as all NHS services, will be monitored and expected to deliver the highest quality of care to all patients.

Q. **How will the PCT keep check on the new service provider/s?**
They will be monitored on a regular basis and be expected to work in partnership with the PCT/s to ensure targets are met and that quality of patient care is kept to a very high standard. We also want patients to be involved in the development of services at their surgery.

Q. **How can I be sure that my medical records will remain confidential?**
There are very strict laws about patient confidentiality under the Data Protection Act and any new service provider must adhere to those regulations.

Q. **Will there be more money for GP services and where will this come from?**
Funding has been identified for these services and there will be no negative impact on other services as a result.
Produced for the NHS in Leeds by Leeds Primary Care Trusts

August 2006