

# Proposals to develop a GP led health centre for west Essex

May 2008

# Introduction

In July 2007 the government announced a review of the NHS and undertook to involve and engage people, on a national and local basis, to ask what they wanted from their health services locally. The review was to take a year and is being led by Professor Sir Ara Darzi, one of the world's leading surgeons.

Following Professor Darzi's interim report in October, the Government announced £250m of funding for 100 new GP practices in areas with the fewest doctors, poorest health outcomes and lowest patient satisfaction with access to care. Beyond this the funds were also to establish a further 152 GP led health centres, one in each PCT area, on top of existing services. These have been given many different names by the media including polyclinics, primary healthcare centres and super surgeries.

Regardless of what we call them, the principle for these GP led health centres is to develop innovative ways of providing a wide range of integrated services to people in a community setting; including pre-bookable GP appointments and walk-in services for registered and non-registered patients. The plan is for the health centres to be in readily accessible locations and open from 8 am to 8 pm, seven days a week.

As they develop over time, the centres might also offer other services such as dentistry, podiatry, physiotherapy and community mental health support along with services for which patients have previously had to travel to hospital, such as outpatient clinics and minor surgery. This will vary according to local need.

It is about making health care more personalised and patient-centred.

The PCT, working with local stakeholders, has undertaken some initial planning work and identified the potential location along with some of the services we feel need to be included. However we want to ask for the views and experiences of those who use GP services in Loughton, as well as those who provide them and of the population as a whole about the best way to develop a new GP led health centre.

The consultation will run from 9 May to 9 July and this document is designed to seek your views on our plans and identify anything we may not have considered.

The outcomes of the meetings and any written submissions will inform the final decision on these proposals and how we will implement them. The West Essex PCT Board will review the outcomes of this consultation at the PCT Board meeting in July 2008.

## Our commitment to public consultation

Our most important partners are our local population, service users and their carers. We promised in our *Strategy for healthcare in west Essex 2008 – 2012* to engage with the public at every opportunity in the development of our strategic approach; in the planning of specific service developments and changes; and in monitoring the quality of the services we commission. This consultation is a key part of our community engagement.

# The local picture

West Essex PCT is taking the opportunity to build on our existing excellent primary care provision to provide a GP led health centre which delivers this extended service and meets the intentions set out by Professor Darzi in his interim report.

We plan to do this by extending the standard GP services already provided at Traps Hill Surgery in Loughton. The new service will run from 8 am to 8 pm seven days a week, including all bank holidays. The health centre will offer booked and walk-in appointments to both patients registered at the practice and to those who are not registered but need to access primary care for any reason between these hours.

We have looked at a number of different factors before deciding to locate the health centre in Loughton. We considered:

- information on where access to a GP is very good and where it is not quite so good in west Essex
- which parts of west Essex have fewer GPs
- which location would be convenient for the majority of people.

We also considered our future plans for where primary care and community services will need to be located and what type of services we should be commissioning to meet the needs of people.

The PCT, working with our local GPs, looked at all these factors and decided that Loughton would be the best location for the health centre. Increasing the numbers of GPs in Loughton will bring it in line with the rest of west Essex. Access to a GP will improve by giving local people and the large commuter population the ability to see a GP outside normal working hours.

The PCT plans to run the service across two sites in central Loughton and is currently negotiating for the second site, details of which will be available when the PCT has completed these discussions.

# How will this be achieved?

The PCT are going to advertise for anyone interested in running the new health centre under a contract known as Alternative Provider of Medical Services (APMS). This means that the services could be run by local GPs or GP practices, NHS organisations or other commercial providers. Regardless of who runs them, the NHS services will remain free at the point of delivery.

The existing staff in the practice will continue to work there and will transfer to the employment of the new provider. Their terms and conditions of employment will remain the same as they are now. It is important to note that this is an enhancement of the service and the staff will not be adversely affected by this.

# How will we select the new provider?

The PCT will place an advertisement in the relevant publications requesting interested parties to apply. Applicants will be evaluated through a staged process:

1. formal evaluation based on a written application and against pre-determined criteria. Prospective providers are required to produce a full tender bid in two stages:

## Stage 1: Financial Plan

The financial plan will be evaluated for robustness, affordability and value for money. Bidders that do not adequately demonstrate these qualities within their financial plan will be rejected at this stage.

## Stage 2: Service Delivery Plan – Core Services

The bid must demonstrate competency and track record in providing all services and must include the following sections as a minimum:



- core services plan
- access plan
- clinical governance plan
- workforce development plan
- information management and technology plan
- patient participation plan.

2. an applicant presentation event where applicants will present their plans to a panel of stakeholders which will include practice patient representation

Based on the above evaluation and views expressed the PCT will then decide who to award the contract to.

## What criteria will the PCT use?

All applicants will be asked to provide details of their plans around the following areas:

- ability to provide quality services and clinics that meet the needs of the practice population such as asthma clinics in the evening so people don't have to take time away from work
- access arrangements to meet the extended opening hours, availability of appointments for booked and walk-in patients
- patient consultation through patient groups and provision of patient information
- plans around recruitment and retention of staff. This will include training and development opportunities
- proposals to develop the use of IT to support better patient care
- commitment to working with other organisations such as local hospitals and social services.

These criteria will also form the basis for monitoring the performance of the successful applicant once the contract has been awarded.

## Who will be involved in making this decision?

Senior clinicians and managers from the PCT, along with patient representatives from Traps Hill Surgery and the local community.

## When do you expect the contract to start?

We are working towards a deadline of 31 December 2008 to award the contract.

## Next steps

When the health centre is up and running, it will offer a variety of new services to local people and we want to hear from you on the types of services you would wish to see in the new health centre.

The PCT believes our proposal will provide the best possible use of the new resources for west Essex. We also believe we have focused on where the need is the greatest to increase access to GP services. However, we want to hear your views. Perhaps we have overlooked something? Perhaps you feel there are factors we have not taken into account?

This consultation lasts from 9 May to 9 July 2008 and we hope you will take the time to let us know your views, preferences or other options you think we should have considered by completing the feedback form in Appendix 1.

You will see while we have asked some specific questions there is space for any comments or alternative suggestions you may have.

You can either complete the form online at [www.westsexpct.nhs.uk](http://www.westsexpct.nhs.uk) or send the form in by post to the address below:

West Essex PCT  
The Laurels  
St Margaret's Hospital  
The Plain  
Epping, Essex  
CM16 6TN

All responses will be acknowledged within three working days.

## Public Meetings

We have arranged two public meetings and everyone is welcome to attend. The meetings will be attended by senior members of the PCT team who will be able to explain the overall plan and answer any questions you may have. The meetings are listed below:

Venue	Date	Time
Wesley Hall, Loughton Methodist Church 260 High Road, Loughton	Tuesday 27 May	7 – 9 pm
Church Hall, Loughton Methodist Church 260 High Road, Loughton	Monday 9 June	3 – 5 pm

We shall keep notes of each of the public meetings, analyse responses and other matters raised. However, if you are a member of a group or organisation who would like us to come and meet with you, please contact the communication team on freephone 0800 7833396 or via e-mail at [mail@westsexpct.nhs.uk](mailto:mail@westsexpct.nhs.uk).

We will use this information at the end of the consultation to finalise the plans to develop the new health facilities. The Board will then review the plans at their meeting in July 2008.

More copies of this document can be requested by:

**Post:** Communication Team  
West Essex PCT  
The Laurels  
St Margaret's Hospital  
The Plain  
Epping, Essex  
CM16 6TN

**Telephone:** Freephone 0800 7833396

**E-mail:** [mail@westsexpct.nhs.uk](mailto:mail@westsexpct.nhs.uk).

If you have any comments, questions or complaints about this consultation please contact our Patient Advice and Liaison Service on freephone 0800 7833396 or, alternatively, you can write to the chief executive, Mr Aidan Thomas, at the above address.

# Feedback Form

We want to know what you think so please answer the questions below. You can either visit our website [www.westsexpct.nhs.uk](http://www.westsexpct.nhs.uk) to complete and submit the form online or send it to us in an envelope to the following address no later than 5 pm on 9 July 2008.

West Essex PCT  
The Laurels  
St Margaret's Hospital  
The Plain  
Epping, Essex  
CM16 6TN

## About you:

Although you can respond anonymously, your name, address and contact details are very important as they will help us analyse the results.

Name: .....

Address: .....  
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Postcode: .....

e-mail: .....

Are you happy for us to keep your details for future health development news or consultations, (please tick as appropriate)  YES  NO

Preferred method of contact, (please tick as appropriate)  Post  e-mail

Are you responding as, (please tick as appropriate)  
 Staff  GP  Public  Carer  Organisation/Group  
Other (please state): .....

Do you think our plans for the development of a new health centre are fit for the future?  
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Do you think we have missed out any key service from our plans?

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Are there other areas we should consider to meet the community's needs?

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Do you think the location is appropriate?

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Are there any other comments you would like to make?

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***Thank you for your time and contribution***