

NHS North Cumbria CCG Primary Care Commissioning Committee	Agenda Item
8 March 2018	9

Whitehaven Medical Practice – Application for Temporary List Closure

Purpose of the Report								
To provide information to NHS North Cumbria CCG in order for the CCG to reach a decision in respect of the application by Whitehaven Medical Practice for a temporary list closure.								
Outcome Required:	Approve	X	Ratify		For Discussion	X	For Information	
Assurance Framework Reference:								
<p>1, Better Health – There is a need to ensure that Cumbria’s children and young people (including children looked after) are kept safe and transition into health adulthood.</p> <p>2, Better Care – Commission services that ensure the delivery of high quality and safe care for patients.</p> <p>3, Sustainability – Commission services that ensure the delivery of high quality and safe care for patients in a manner that is sustainable for the whole health economy.</p> <p>4, Leadership – The CCG needs to support its membership (i.e. General Practice) to provide high quality care to patients and support the delivery of safe, high quality financially sustainable health care services. The CCG needs to develop and implement robust governance and management arrangements to operate in a safe and sound manner, including compliance with formal directions from NHSE.</p>								

Recommendation(s):
<p>The Primary Care Commissioning Committee is asked to: Consider the application by Whitehaven Medical Practice together with the information contained in the attached report and to reach a decision on whether the list closure application should be approved.</p>

Executive Summary:**Key Issues:**

The practice has applied for a 12 months list closure although the practice has confirmed it would be willing to re-open as soon as the situation changed. There are four other practices within 1 mile; three of the practices have open lists. The current list closure for one practice is due to expire on 31 March 2018. Information in respect of the other practices in the area is contained within the report.

Key Risks:

The impact on patient access to GP services in the town and to the other practices should the list closure application be approved.

Implications/Actions for Public and Patient Engagement:

N/A

Financial Impact on the CCG:

No anticipated financial impact.

Strategic Objective(s) supported by this paper:	Please select (X)
Support quality improvement within existing services including General Practice	N/A
Commission a range of health services appropriate to Cumbria's Needs	X
Develop our system leadership role and our effectiveness as a partner	N/A
Improve our organisation and support our staff to excel	N/A

Impact assessment:

(Including Health, Equality, Diversity and Human Rights)

Conflicts of Interest

Describe any possible Conflicts of interest associated with this paper, and how they will be managed

N/A

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NHS NORTH CUMBRIA CCG

APPLICATION FOR A LIST CLOSURE
WHITEHAVEN MEDICAL PRACTICE, WHITEHAVEN
(A82060)

1. INTRODUCTION

- 1.1** Whitehaven Medical Practice is a GMS practice in Whitehaven providing essential, additional and enhanced services to a registered population of 4,304 patients (weighted 4,953) as at 01 January 2018.
- 1.2** The practice submitted an application on 09 February 2018 for approval to close the patient list for a period of 12 months (copy attached as **Appendix 1**). The purpose of this report is to provide information to NHS North Cumbria CCG to assist in the consideration of the application.
- 1.3** Following initial discussions at the Operational Group, the CCG has confirmed that the practice would be willing to re-open the list at an earlier point if the situation changed. The practice applied for a 12 months list closure on the basis that this would be the maximum required although the practice would be willing to re-open after a 6 month period if the staffing situation changed.

2. BACKGROUND

- 2.1** The reason given for the application by Whitehaven Medical Practice is the current inability of the GP (Dr Ickes) to practise and the reliance by the practice, therefore, on securing GP locum cover.
- 2.2** Due to the current staffing difficulties the Primary Care Commissioning Committee at its meeting on 18 January 2018 considered an emergency informal list closure in respect of the practice which was approved for a period of 3 months.
- 2.3** The practice submitted an application on 09 February 2018 for a formal list closure of up to 12 months on the basis that the practice would wish to seek agreement to re-open the list earlier if the staffing situation within the practice changed before the end of the 12 month period.

3. ISSUES TO CONSIDER

3.1 Practice profile

3.1.1 Clinical Staffing information

Table 1 shows the current clinical staffing attached to the practice. The practice does employ a full-time Nurse Practitioner, for the purposes of calculating the total clinical staffing complement the Nurse Practitioner is counted as 0.6 WTE GP.

The WTE GP included in the figures below is currently absent from the practice. Although the GP is absent both he and the remaining non-clinical partner remain responsible for the delivery of services under the contract and, consequently, the practice has had to engage locum GPs to provide general medical services to the registered patients. The GP locums have not been reflected in the figures below.

Table 1 – Clinical Staffing – Whitehaven Medical Practice

CLINICIAN	WTE (BASED ON FULL-TIME EQUALLING 9 SESSIONS)
Locum GP cover	1.00 WTE [cover provided 9 am to 6.30 pm Monday to Friday)
Total	1.00 WTE
Nurse Practitioner	0.60 WTE*
Total Clinical Input	1.60 WTE

* A full-time Nurse Practitioner is counted as 0.6 WTE GP equivalent

3.1.2 Practice Hours

The practice is open during core hours (08:00 – 18:30) Monday to Friday. The practice has signed-up to provide the Extended Hours DES, although this is currently not being provided currently.

3.1.3 List Size Growth

Dr Ickes became the lead GP for the practice in September 2013. In October 2016 the practice merged with Catherine Street Surgery (the neighbouring practice). At that time the list increased from 1,884 to 4,335 (in October 2016). The list has dropped slightly to the current figure of 4,304.

3.2 Contractual and Regulatory Implications

3.2.1 GMS Contract and Regulations

Regulation 13.18 of the GMS contract allows practices to apply to close their list to new patients for a minimum of 3 months up to 12 months. Should the application to close the list be approved, the practice will be required to sign a contract variation for the period of the list closure.

3.2.2 NHS England Primary Medical Services Policy Guidance Manual

In December 2017, NHS England released an updated Primary Medical Services Policy Guidance manual which includes a standard operating policy in respect of applications for list closures and the associated contract variation. This policy has been applied to this application.

3.3 Financial Impact

The practices in Whitehaven are all GMS practices with the exception of Fellview Healthcare Ltd which is an APMS practice. However, all practices in the area are funded at GMS rates and it is not anticipated, therefore, that there will be a financial implication for the CCG if the list was to close.

3.4 Impact on Neighbouring practices

In total, there are 5 practices in Whitehaven. Currently one other practice has a closed list although this is due to re-open on 01 April 2018. **Table 3** below shows the impact on neighbouring practices.

The national benchmark for the ratio of patients per WTE GP is 1,800; Table 3 shows that the local average is significantly higher than this with Whitehaven Medical Practice being 2,690 patients per WTE GP & NP.

Table 3 – Neighbouring Practices – List Sizes as at 01 January 2018

Practice Code	Practice	WTE GPs	WTE NPs	Regist'd List	Pts per WTE GP	Pts per WTE GP & NP	Open / Closed	Distance from Queen Street MP (miles)
A82060	Whitehaven Medical Group	1.0	1.0	4,304	4,304	2,690	Closed	
A82058	Queen Street Medical Practice	1.22	0.6	4,158	3,408	2,632	Closed	0.7
A82075	Mansion House Surgery	1.9*	0	6,225	3,276	3,276	Open	0.8
A82044	Fellview Healthcare Ltd*	8.67*	0.0**	22,732	2,622	2,622	Open	0.9
A82041	Lowther Medical Group	3.77	0.0	9,890	2,623	2,623	Open	0.9
Average of Practices in Table		3.31	0.32	9,462	3,291	2,244		

NB: A full-time Nurse Practitioner equates to 0.6 GP WTE
Distances are calculated as driving distances; the distances for pedestrian would be between 0.1 and 0.2 miles

* Mansion House have 3.5 WTE GP usually but currently have GPs on maternity leave which leaves them with 1.9 WTE GPs at the present time; for the purposes of this report 1.9 is the figure used for the calculation of patients per WTE GP.

** Fellview Healthcare Ltd covers four sites: Whitehaven, Egremont, Cleator Moor and Frizington. The practice has a mixture of GP Partners and long-term Locums; the long term locums are included in the figure above with the exception of 1 locum who is currently on leave (this GP works a 0.4 WTE commitment). Fellview Healthcare Ltd employs 5 trainee Nurse Practitioners who do not work independently. The practice also employs Community Nurse Practitioners who undertake visits to nursing home patients only. The Nurse Practitioners are not included in the figures above. This contract is due to end on 30 September 2018 and a procurement exercise is currently underway in respect of this.

3.5 Stakeholder / Patient Engagement

3.5.1 Neighbouring practices

Whitehaven Medical Practice has confirmed that both local practices in Whitehaven as well as the wider Copeland area are aware of the current situation within the practice.

NHS England has consulted with local practices. Mansion House Surgery has confirmed that, if the list closure application in respect of Whitehaven Medical Practice was approved, then Mansion House Surgery would need to consider an application to close its own list.

Fellview Healthcare Ltd did not have any comments to make on the application.

3.5.2 LMC

NHS England has contacted North West LMC Consortium to seek comments on the application by Whitehaven Medical Practice; feedback from the LMC is awaited.

3.6 Impact on patients

There are 4 other practices within Whitehaven town. Three of the practices in the town have open lists whilst Queen Street Medical Practice has a closed list although this is due to re-open on 01 April 2018.

3.7 Practice Performance

3.7.1 Patient Experience

A selection of questions from the GP Patient Survey published in August 2017 is shown in **Table 4**. The results show that Whitehaven Medical Practice is above the national and CCG averages in respect of the four questions regarding patient access.

Table 4 – GP Patient Survey Published August 2017

Practice	Ease of telephone access %	Convenient appointment offered %	Satisfied with opening hours %	Patients who describe their experience as good %
Whitehaven Medical Practice	100%	98%	88%	95%

Practice	Ease of telephone access %	Convenient appointment offered %	Satisfied with opening hours %	Patients who describe their experience as good %
Queen Street Medical Practice	90%	93%	84%	93%
Mansion House Surgery	78%	88%	86%	94%
Fellview Healthcare Ltd	50%	74%	79%	85%
Lowther Medical Group	32%	56%	69%	67%
Cumbria CCG average	73%	81%	79%	88%
National average	71%	81%	76%	85%

Red / Green / Amber rated against North Cumbria CCG and National average with Red indicating performance below North Cumbria CCG and National average, Amber falling between the North Cumbria CCG and National average and Green falling above the North Cumbria CCG and National average.

3.7.2 Primary Care Web Tool

The practice is shown as an “Achieving Practice” in respect of the General Practice Outcomes Standards (GPOS) with 2 Level 1 triggers in: SMI physical health (d1 & d2) and AF Est Diag Rate; the practice has no Level 2 triggers.

In respect of the General Practice Higher Level Indicators (GPHLIs), the practice is not identified as an outlier in any of the areas reviewed.

4. OPTIONS APPRAISAL

The following options are available:

4.1 Option 1 – Approve the list closure application for a period of 12 months

This option would:

- Ensure that the current workload for the locum GPs working in the practice did not increase, due to increased patients registrations, which would, in turn, help the practice to retain the locums who have worked in the practice;
- Ensure that patients continue to have access to a GP without having to wait longer for appointments due to an increase in the workload;
- Reduce the impact on the practice staff in respect of maintaining the provision of general medical services during the absence of the GP partner.

The risks identified with this option include:

- A reduction in the choice of practices where patients can register; whilst there are four other practices within a one mile radius, one of these currently has a closed list;
- Increased pressure on the other practices where registration remains open currently;

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- Patient access at other practices in the locality may suffer due to the extra patients who would ordinarily have registered with Whitehaven Medical Practice.

4.2 Option 2 – Reject the application

This option could:

- Place further strain on the remaining non-clinical partner to the GMS in respect of ensuring the practice continues to provide general medical services to the existing registered patients as well as new patients which choose to register with the practice;
- Provide reassurance to the other practices in the locality that NHS North Cumbria CCG is aware of the current level of workload in the area, however, it should be noted that approval was given in September 2017 for another practice in the area to close the patient list for a period of 6 months.

5. SUMMARY

- 5.1** The practice has requested a list closure effective for 12 months, although the practice has said that it would seek agreement to re-open the list earlier if the situation was to change.
- 5.2** The practice has made the request for a list closure in view of the absence of the full-time GP (Dr Ickes) who normally works at the practice.
- 5.3** Patients living in the area would have three other practices with which to seek registration and from April 2018 this would potentially be increased to 4 (Queen Street Surgery is due to re-open its list on that date, no application for an extension to the current list closure has been received to date).
- 5.4** The GP Patient Survey results are favourable to the practice.
- 5.5** There is no expected financial impact of the list closure if this was approved.

6. NEXT STEPS

- 6.1** NHS North Cumbria CCG is asked to consider the information contained in this report in relation to the request by Whitehaven Medical Practice to close the patient list for 12 months.
- 6.2** If approval is given for the list closure to continue, it is recommended that the practice is:
- Asked to provide an updated action plan detailing the action, together with timescales, the practice will take to ensure that the list is able to re-open at the end of the closure period;
 - The practice is required to sign a variation notice to the GMS contract to cover the period of the list closure.

Application to Close Practice List of Patients – Template for Completion by Contractor

Application to close practice list of patient

Practice Name:	Whitehaven Medical Centre
Practice A Code:	82060
CCG:	North Cumbria
Name of Person Completing Application:	Jayne Blinco
Date of Application:	

Please complete the following:

Briefly describe your main reasons for applying to close your practice's list of patients to new registrations:

Single handed GP is presently unable to work so the practice is currently working with Locums.

What options have you considered, rejected or implemented to relieve the difficulties you have encountered about your open list and, if any were implemented, what was your success in reducing or erasing such difficulties?

Uncertainty around future of practice determined this action

Have you had any discussions with your registered patients about your difficulties maintaining an open list of patients and if so, please summarise them, including whether registered patients thought the list of patients should or should not be closed?

no

Have you spoken with other contractors in the practice area about your difficulties maintaining an open list of patients and if so, please summarise your discussions including whether other contractors thought the list of patients should or should not be closed?

Local practices aware of situation with practice and in Copeland generally

How long do you wish your practice list of patients to be closed? (This period must be more than 3 months and less than 12 months)

12 months
(on the understanding from discussions we can apply to haven re-opened should the situation change)

What reasonable support do you consider the Commissioner would be able to offer, which would enable your list of patients to remain open or the period of proposed closure to be minimised?

Only support would be the provision of additional funding to support longer term use of locums for continuity

Do you have any plans to alleviate the difficulties you are experiencing in maintaining an open list, which you could implement when the list of patients is closed, so that list could reopen at the end of the proposed closure period?

Not at this current juncture

Number of GP and Nurse Practitioner WTE based at Practice

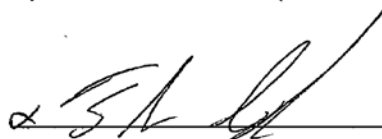
1 x WTE GP
1 x WTE NP

Do you have any other information to bring to the attention of the Commissioner about this application?

North Cumbria CCG are aware of current situation with this practice and in Copeland generally


Please note that this application does not place any obligation on the Commissioner to agree to this request

To be signed by all parties to the contract (where this is reasonably achievable):

Signed:  _____

Print: Dr T ICKES

Date: 8. 2. 18.

Signed:  _____

Print: J weiss

Date: 8. 2. 18.

