



**HEALTH & WELLBEING BOARD  
GP SURGERY CHANGES  
SUPPORTING PAPERS**

**4.00PM, TUESDAY, 15 MARCH 2016**

**BRIGHTON CENTRE**



## SUPPORTING PAPERS

ITEM	Page
<b>62 FORMAL PUBLIC INVOLVEMENT</b>	<b>1 – 4</b>
Additional information relating to the care of patients from The Practice Group's GP surgeries in Brighton and Hove:	
(i) Letter to the Chair of the Health & Wellbeing Board from NHS England (copy attached).	
(ii) Q&A document from NHS England (copy attached).	

Cllr Daniel Yates  
Chair  
Brighton and Hove Health and Wellbeing  
Board  
[Daniel.Yates@brighton-hove.gov.uk](mailto:Daniel.Yates@brighton-hove.gov.uk)

NHS England  
18-20 Massetts Road  
York House  
Horley  
RH6 7DE

england.primarycare.southeast@nhs.net  
Tel: 01293 729298

10 March 2016

Dear Daniel,

**Re: Update regarding care of patients from The Practice Group's GP surgeries in Brighton and Hove**

I am writing to update you on our work to secure ongoing care for patients who use the five local GP surgeries that are currently managed by The Practice Group.

After the last Health and Wellbeing Board meeting on 2 February 2016, we committed to provide an update to the Board at your meeting on 15 March. We hoped to be able to confirm ongoing arrangements for patient care at this point.

Our priority is to secure ongoing care for all affected patients and we are doing everything we can to achieve this, in response to the challenging circumstances we face in needing to respond to The Practice Group's decision. We also recognise that this is a difficult period for patients and are very mindful of this in working to secure alternative arrangements for their future care.

Due to the further important work we need to do to make sure we reach a sustainable solution for all patients, we are not yet able to confirm final arrangements for patients from all five GP surgeries.

This follows the local commissioning panel meeting you attended on 1 March (alongside other local community representatives) where we discussed the challenges involved in making sure we get the right solution for patients from each surgery.

In the meantime, we have secured an extension to services at each of the five GP surgeries, to ensure that patients can continue to get the care they need at this point.

We have also agreed a plan to secure the long-term care of the vulnerable patients who use the Brighton Homeless Healthcare Surgery.

Our priority is to make sure we can secure the long-term care of all other patients who use the Practice Willow House, Practice Hangleton Manor, Practice North Street and Practice Whitehawk surgeries.

This letter explains the current position and our ongoing work to achieve this.

## **Extension of services**

Following the decision by The Practice Group to give notice on their contract just before Christmas, we have been working to determine how we can ensure sustainable, ongoing care for patients who use each of the five surgeries.

This is a complex process, involving engagement with local patients and community representatives and discussions with other local GP practices.

Under national regulations, The Practice Group was required to give NHS England six months' notice of their intention to stop providing care at each of the five surgeries. It would have been difficult for us to put in place new arrangements for the care of patients from all five surgeries within this limited timescale.

At our request, The Practice Group has agreed to continue providing services at each of the surgeries beyond their required notice period. This is to make sure we have as much time as possible to put in place new care arrangements for all affected patients and to ensure a smooth transition for them.

The Practice Group will now be continuing to provide services at four of the surgeries, in accordance with the extended timescales set out below:

- The Practice Willow House (Practice Group will continue to provide services until the end of September 2016)
- The Practice Hangleton Manor (Practice Group will continue to provide services until the end of September 2016)
- The Practice North Street (Practice Group will continue to provide services until the end of September 2016)
- The Practice Whitehawk Road (Practice Group will continue to provide services until the end of November 2016)

## **Brighton Homeless Healthcare Surgery**

We recognise the specialist service the Brighton Homeless Healthcare Surgery provides to this vulnerable group of people within the city. NHS Brighton and Hove Clinical Commissioning Group (CCG) feels that providing a dedicated service for the homeless, tailored to their complex needs and circumstances, can support the best possible health outcomes for them and also help reduce any unnecessary demand on local A&E services.

The importance of this service has also been stressed by a number of local organisations that support the homeless.

We are able to confirm that following our discussions with local stakeholders, we have been able to reach a solution which will see this dedicated primary care service for the homeless re-procured.

The Practice Group has agreed to extend the remaining period during which they will continue to provide services at the surgery, until 31 January 2017. This will allow sufficient time for the NHS to conduct the necessary procurement process.

NHS Brighton and Hove CCG and NHS England will be working together on the procurement exercise to develop the new service.

We are putting in place arrangements to communicate this outcome to patients who use the homeless service, with the support of the Morley Street surgery and local support organisations.

### **Care for patients at The Practice Willow House, The Practice Hangleton Manor, The Practice North Street and The Practice Whitehawk**

While facing challenging circumstances, it is important to make sure we get the right solution for patients from each of the other four Practice Group surgeries. We must have confidence that the final decisions we make will deliver the best possible outcomes for them.

Over the coming weeks, we will be completing an impact assessment and seeking further assurances in order to ensure we have fully understood how the situation affects patients. We also need to determine if we can address any of the concerns that some patients have raised.


Following this process, we will ask the local commissioning panel to reconvene by the end of April, to agree a final set of recommendations for NHS England to consider for approval. This will then enable us to confirm ongoing care arrangements to patients and to give them the clarity we know they want.

We are writing to patients registered at each of the four surgeries to update them on the current situation. While we are not yet in a position to confirm their final future care arrangements, we feel it important they know about the extension to existing services we have been able to put in place for them while we carry out this further important work.

I look forward to attending the Health and Wellbeing Board meeting next week, to discuss this further.

I am sharing this letter with other local stakeholders so that they are also aware of the current situation.

Best wishes,

A handwritten signature in blue ink that reads "Sarah Macdonald." The signature is written in a cursive style and is set against a light green rectangular background.

**Sarah Macdonald**  
**Director of Commissioning**  
**NHS England South (South East)**

## **Patient Q&A – The Practice Group, Brighton**

### **1. What is happening to the GP surgeries in Brighton and Hove that are currently run by The Practice Group?**

The Practice Group, a healthcare provider which manages services at five local surgeries, has informed NHS England that they wish to stop providing these services.

In response to the provider's decision, NHS England has been working to ensure you can continue to get the care you need once The Practice Group stops providing services at your surgery.

**You do not need to take any action at this stage and you can continue to receive your medical care from your surgery as usual at the current time.**

We will write to you again as soon as we can, once a final decision has been made about how to ensure your continued access to local GP services.

### **2. Which GP surgeries are affected by this?**

- The Practice Whitehawk Road, Wellsbourne Health Centre
- The Practice Hangleton Manor, Northease Drive, Hove
- The Practice North Street, c/o Boots, North Street, Brighton
- The Practice Willow House, Heath Hill Avenue, Lower Bevendean

We have considered the needs of patients from each of these surgeries and need to do some further checks to make sure we can get the right solution for patients from each surgery.

We will write to you again as soon as we have completed this work to confirm final arrangements for your care.

The Practice Group also runs the Brighton Homeless Healthcare Surgery in Morley Street, Brighton. Having considered the needs of the vulnerable patients who use the surgery, we will carry out a procurement process to secure a contract with another healthcare provider to deliver this service once The Practice Group stops providing care at this surgery.

We are working to give all other affected patients clarity about their ongoing care as soon as possible, as we know this is important to people, but want to make sure we get this right for them.

### **3. When will The Practice Group stop providing services at each of the surgeries?**

At NHS England's request, The Practice Group has agreed to continue providing services at each of the surgeries beyond their required notice period. This is to make sure we have as much time as possible to put in place new care arrangements for patients and to ensure a smooth transition for them across each of the five GP surgery sites they run.

The Practice Group will now continue to provide services to patients at each of the five surgeries until the following dates:

- The Practice Hangleton Manor, Northease Drive, Hove (until the end of September 2016)
- The Practice North Street, c/o Boots, North Street, Brighton (until the end of September 2016)
- The Practice Willow House, Heath Hill Avenue, Lower Bevendean (until the end of September 2016)
- The Practice Whitehawk Road, Wellsbourne Health Centre (until the end of November 2016)
- Brighton Homeless Healthcare Surgery, Morley Street (until the end of January 2017)

### **4. Why will The Practice Group be providing services to patients at some surgeries longer than others?**

Under national regulations, The Practice Group had to give NHS England six months' of their intention to stop providing care at each of the five surgeries.

It would have been difficult for us to put in place new arrangements for the care of patients from all five surgeries within this limited timescale. We have therefore secured an agreement with The Practice Group to extend the time they will provide services across each of the five surgeries, in order to help us ensure a smooth transition for all affected patients.

We have had to stagger the dates when The Practice Group will stop providing services at each surgery, in order to make sure we can give proper focus to putting in place new care arrangements for patients registered with each surgery.



## **5. What will happen to patients/is my surgery closing?**

NHS England has been working to determine how we can ensure you can continue to receive care, once The Practice Group stops providing services at each surgery.

We have been considering the needs of patients from each of the different surgeries and have been able to plan a solution that will deliver ongoing care for the vulnerable patients who use the Brighton Homeless Healthcare Surgery.

We also want to make sure we can secure alternative care for patients who use the other four GP surgeries currently run by The Practice Group. Following discussions with local community representatives, and having taken into account patient feedback and other factors, we need to do some further checks to make sure we can get the right solution for patients from each surgery.

If you are registered with The Practice Whitehawk, The Practice Willow House, The Practice North Street or The Practice Hangleton Manor we will write to you again as soon as we have completed this work and to confirm final arrangements for your care.

## **6. Will I have to register with another GP practice if I am a patient at one of these four GP surgeries?**

If you are registered with The Practice Whitehawk, The Practice Willow House, The Practice North Street or The Practice Hangleton Manor, no final decisions have yet been made about how to guarantee your ongoing care.

**You do not need to take any action at this stage. You can continue to receive your medical care from your surgery in the usual way at the current time.**

NHS England may need to ask you to re-register with another GP practice, in order to guarantee your ongoing care. If this is the case, you will be given as much notice and support as possible to register with a new GP practice.

We will write to you again as soon as we can, once we are able to confirm final arrangements for your ongoing care.

## **7. What are the recommendations you are making for my future care?**

We have written to patients from The Practice Hangleton Manor, The Practice Whitehawk, The Practice Willow House and The Practice North Street to explain the current situation and the extension to current services we have agreed with The Practice Group while further work takes place to secure their long term care. Copies of the letters will also be available on our website, or from your surgery.

**The letters explain that you do not need to take any action at this point.** We need to do some further checks to make sure we get the right solution for patients from each surgery.

If you are registered with one of these four surgeries we will write to you again as soon as we can to confirm final arrangements for your care.

### **8. I haven't received a letter, what should I do?**

Copies of the letters will also be available on our website at <https://www.england.nhs.uk/south/news/>, or from your GP surgery. If you have recently moved, check with reception staff at your surgery that the NHS has the right current address listed for you.

You can also contact NHS England using the details below if you need help:

Primary Care Team  
NHS England South (South East)  
York House  
18-20 Massetts Road  
Horley  
Surrey  
RH6 7DE

Alternatively, you can email [england.primarycare.southeast@nhs.net](mailto:england.primarycare.southeast@nhs.net) or call 01293 729298.

### **9. When will I find out what is happening next?**

If you are registered with The Practice Willow House, The Practice Whitehawk, The Practice Hangleton Manor or The Practice Whitehawk we will write to you again as soon as possible to confirm final arrangements for your ongoing care.

You can continue to get your care from your surgery in the normal way in the meantime.

### **10. Why can't you just employ new doctors to work at each of the GP surgeries affected?**

As a commissioner of GP services, NHS England is not legally permitted to directly employ GPs itself. Only GP practices and other organisations which provide healthcare services can employ GPs.

NHS England holds contracts with GP practices to provide care for patients. GP practices are responsible for employing GPs and other staff who can meet the needs of their patients.

**11. How are you making sure that vulnerable patients will continue to get the care they need?**

We are working closely with each of the GP surgeries affected to identify any patients who may need additional support as we put in place new arrangements for their care.

**12. I rely on home visits – will I continue to get these once The Practice Group stops providing my care?**

We expect all local GP practices to provide home visits to any housebound patients, as appropriate. If you are registered with The Practice Willow House, The Practice Whitehawk, The Practice Hangleton Manor or The Practice Whitehawk we will write to you again as soon as possible to confirm arrangements for your ongoing care so that you can ask your new GP about this.

**13. I was asked to leave another local GP surgery – what help can I get to find an alternative GP surgery?**

If you are registered with The Practice Whitehawk, The Practice Willow House, The Practice North Street or The Practice Hangleton Manor no final decisions have yet been made about how to guarantee your future care.

You do not need to take any action at this stage. You can continue to receive your medical care from your surgery at the current time.

NHS England may need to ask you to re-register with another GP practice, in order to guarantee your ongoing care. If this is the case, you will be given as much notice and support as possible to register with a new GP practice.

We will write to you again as soon as we can, once we are able to confirm final arrangements for your ongoing care.

**14. Will there be enough space at other local GP practices if I need to register with a new GP surgery?**

We have been working with local GP practices to determine their current capacity to register new patients.

Should we need to ask you to register with another local GP practices in order to guarantee your ongoing care, we will support you by providing details of which other local practices can register new patients.

**15.I need repeat prescriptions from my GP – what should I do?**

You can continue to order repeat prescriptions as normal from your GP surgery at the current time. If you are registered with The Practice Whitehawk, The Practice Willow House, The Practice North Street or The Practice Hangleton Manor, we will update you as soon as we can about future arrangements for your care.

**16.I have a question about my ongoing care that I need further help with – what should I do?**

You can contact NHS England using the details below if you need further help:

Primary Care Team, NHS England South (South East)  
York House, 18-20 Massetts Road  
Horley, Surrey  
RH6 7DE

Alternatively, you can email [england.primarycare.southeast@nhs.net](mailto:england.primarycare.southeast@nhs.net) or call 01293 729298.