

**Northumberland Primary Care  
Commissioning Committee  
23 September 2016  
Agenda Item: 5.4  
Harbottle Surgery  
Sponsor: Strategic Head of Corporate Affairs**

***Members of the Northumberland Primary Care Commissioning Group are asked to:***

- 1. Consider the results of phase 2 engagement.**
- 2. Approve the commencement of a procurement exercise designed to deliver a branch surgery in Harbottle.**
- 3. Delegate authority to the CCG's Chief Operating Officer to approve the procurement documentation.**

### **Purpose**

This report outlines the results of phase 2 engagement concerning the potential future provision of primary medical care services in Harbottle and proposes a way forward for consideration.

### **Background**

The PMS agreement for Harbottle surgery was terminated on 28 August 2015 as a result of non-provision of services and consequential patient safety concerns. Existing patients were informed of the impending closure and advised to register with an alternative practice. Patients deemed vulnerable were allocated to local practices.

From 19 October 2015 the Rothbury practice has been providing a service in Harbottle (two half-day GP sessions and 2 half-day nurse sessions per week); this service is currently due to terminate 30 November 2016. Harbottle surgery previously provided a dispensing service and NHS England entered into a temporary Service Level Agreement (SLA) with Boots Pharmacy in Rothbury which allows patients to collect medicines from the Harbottle surgery. This SLA is also due to terminate on 30 November 2016.

NHS England contracted North East Commissioning Support (NECS) to conduct a two phase engagement programme. Phase 1 was undertaken from 18 January to 29 February 2016 and the results of this survey were considered by the June 2016 meeting of the Northumberland Primary Care Commissioning Committee as part of the options appraisal for future general medical practice provision in Harbottle. The committee subsequently directed that the following options be taken forward to the second stage of engagement:



- An existing Northumberland practice providing a branch surgery at Harbottle.
- Multiple existing GP practices providing outreach clinics on a sessional basis from Harbottle surgery.
- Cease current services.

## **Phase 2 Engagement**

Phase 2 engagement comprised a survey provided to all previously registered Harbottle surgery patients (available for completion on-line and in manuscript) and a series of drop in sessions attended by officials from the CCG, NHS England and Healthwatch Northumberland. The survey ran from 1 August to 8 September 2016. A full engagement report is at Appendix 1.

735 surveys were distributed with 153 responses being received (an increase of 36 on the initial survey). This represents an overall return rate for phase 2 of 20.8%. 43 people also attended the drop in sessions and a further 39 independent Healthwatch Northumberland surveys were completed. Although phase 2 engagement resulted in an increase in respondents the overall response rate remained low, which once again could be seen as an indicator that the majority of ex-Harbottle patients are content with the service they are currently being provided.

The following headline respondent statistics are deemed to be directly relevant to the consideration of future options:

- 64.7% said that they would be satisfied, happy or very happy for a branch surgery.
- 54.3% said that they would be unhappy or very unhappy with outreach clinics.
- 91.5% said they would be unhappy or very unhappy if services in Harbottle were stopped.

While the outreach and closure options were generally unpopular, and a small number of ex-Harbottle patients said that they wanted a return to a stand-alone surgery, it is clear that the overwhelming view was that, as an alternative to the original provision, patients wanted a branch surgery to be provided. This assumption does however still need to be placed in the context of a lower response rate to both phases of engagement as the majority of ex-Harbottle patients have not taken the opportunity to respond to either phase.

## **Proposal**

Given the responses outlined above it is proposed that the Northumberland Primary Care Commissioning Committee consider the option of a procurement exercise to attempt to obtain the services of a local Northumberland practice to deliver a branch surgery in Harbottle. It should be noted however that future branch service delivery cannot be guaranteed until the successful completion of the procurement exercise as there remains a risk at this stage that bidders may not be forthcoming. It is the intention however that the CCG and NHS England and potential bidders will work together to achieve a mutually satisfactory and sustainable solution.

Should the committee agree to this course of action, the following procurement exercise timelines will apply:

Action	Date
Invitation sent out to all Northumberland practices inviting them to submit expressions of interest including the following key documents: <ul style="list-style-type: none"> <li>• Background to practice population/demography</li> <li>• Eligibility and application form</li> <li>• Application and guidance strategy</li> <li>• A timeline for the local procurement</li> <li>• A service specification</li> </ul>	26/09/16
Closing date for expressions of interest	07/10/16
CCG and NHS England bid evaluation panel	10/10/16
Evaluation outcome sent to bidders – 5 day standstill period announced	11/10/16
Standstill period completes	15/10/16
Award letter with contract variation sent to the successful practice	17/10/16
Mobilisation period commences	18/10/16
Service commencement date	01/12/16

## Recommendation

Given the feedback at Appendix 1 the Primary Care Commissioning Committee is asked to approve the proposal to conduct the procurement exercise outlined above which is designed to secure the services of a Northumberland practice to deliver a branch surgery in Harbottle.

Due to the timescales involved the committee are further asked to provide delegated authority to the CCG's Chief Operating Officer to approve the requisite procurement documentation on its behalf.

Appendix 1 Phase 2 engagement full report