

## **Briefing paper for Health and Adult Social Care Overview and Scrutiny Committee**

### **Primary Care Capacity**

*Paper prepared 26<sup>th</sup> July 2019*

#### **Introduction**

1. There are many changes needed to support GP Practices to deliver the transformation required to ensure high level and sustainable patient care in the future.
2. NHS E published guidance in the form of Investment and evolution: A five year framework for GP contract reform to implement the NHS Long Term Plan to enable CCGs to ensure that there is a local plan to deliver this transformation programme and increasing the capacity and capabilities in GP Practices.
3. The CCG has a Primary Care Strategy which details 9 key programmes of work:
  - Primary Care Network and new models of care
  - Prevention and addressing health inequalities
  - Car Quality and Improvement (including Care Homes)
  - Improving access to Primary Care
  - Ensuring a workforce fit for the future
  - Improvements to technology and digital enablers
  - Ensuing a high quality primary care estate
  - Optimising workflow and addressing workload pressures
  - Governance arrangements
4. To provide assurance around delivery, regular delivery reports are provided to the Primary Care Commissioning Committee at the CCG detailing work undertaken and the next steps required to support patient care. These papers are available on the CCG website

<http://www.shropshireccg.nhs.uk/get-involved/meetings-and-events/primary-care-committee>

#### **Health and Adult Social Care Overview and Scrutiny Committee**

5. The CCG has been requested to provide information to Health and Adult Social Care Overview and Scrutiny Committee around the Primary Care work programme.
6. This has been requested specifically after members of the public and local Councillors raised questions following the unsuccessful procurement to secure a provider to continue service delivery at Whitehall Medical Practice.
7. Health and Adult Social Care Overview and Scrutiny Committee have specifically requested the responses to 9 questions:
  - What was the communication strategy for the decision on Whitehall Medical practice? Have all patients been contacted and notified about the closure and what they need to do next?
  - For Whitehall Medical Practice patients who are unable to find a new practice by the 30 September 2019 which practices would Shropshire CCG be identifying for them and what criteria would be used to do this?
  - What is the CCGs position on practices contracting their boundaries and what influence do the CCG have over practices?
  - How many practices have reached the maximum ratio of GP to patients and what impact would increasing this ratio have on patients' access to appointments?
  - How is future demand for places at GP practices modelled and how is this shared with the Council for inclusion in strategic planning policy developments and decisions?

- Recent reports from Telford and Wrekin have identified that larger 'super' practices are being established. What are the benefits of 'super practices? What are the plans for Shropshire and Shrewsbury in particular? How could this model work in rural areas?
- What is the CCGs position on existing practices in Shropshire expanding? How would the CCG work with these practices?
- What role will the Primary Care Networks have in shaping the future of GP practices and Primary Care capacity?
- Can you confirm the position regarding the premises for Whitehall Medical Practice who owns the site and its availability?

## Responses to Questions

8. **What was the communication strategy for the decision on Whitehall Medical practice? Have all patients been contacted and notified about the closure and what they need to do next?**
- 8.1 Whitehall Medical Practice provides services to around 3,700 patients living across the footprint of Shropshire CCG. It is important to understand that type of contract used to commission the service at Whitehall is an Alternative Medical Services Contract (APMS) which is time limited and at the end of the contract term a decision is required whether to re-commission the service or not.
- 8.2 This is different to all other GP practices in Shropshire who have a continuous service contract. The reason for the APMS contract was due to national guidance at the time of commissioning in 2009.
- 8.3 When APMS contracts are reaching the end of the tenure, it is important that CCGs follow a standardised process to ensure equality around decision making. NHSE issue guidance to support this process in the NHS England's Primary Medical Care Policy and Guidance Manual.
- 8.4 The CCG has a duty to engage to inform decision making and adhering to this requirement, the CCG underwent an engagement process with patients registered at Whitehall Medical Practice and local GP Practices to gauge views. Letters were sent to households where at least 1 patient is registered at Whitehall Medical Practice advising them of a survey and asking for responses to inform future service provision and commissioning of services.
- 8.5 500 responses were received from patients together with two letters from neighbouring GP practices, and feedback via Healthwatch and the local Member of Parliament.
- 8.6 The results of the engagement were discussed at Primary Care Commissioning Committee (PCCC) at the CCG where it was agreed, in January 2019, that a tender process should commence to secure a new provider to continue service provision.
- 8.7 A further letter was sent to patients in March to advise the patients of the tender and also to advise that there was a risk that the procurement process may not be successful and that it may be necessary to disperse the patients to other practices. The letter also advised of premises issues and that the CCG was working with partners to find a solution.
- 8.8 Disappointingly in June 2019, PCCC were advised that no bidder had come forward in response to the tender and therefore no provider secured. PCCC were presented with possible options.
- 8.9 After a lengthy debate, taking into consideration the impact on patients, safeguarding care provision, the timeline available and the fact that no provider at all had expressed an interest to service delivery, it was decided that there was no other option but to work with other GP practices in Shropshire to make arrangements to support patients find a new GP practice.

Unfortunately therefore services at Whitehall Medical Practice will cease to patients on Friday 27<sup>th</sup> September 2019.

- 8.10 To ensure that patients were kept informed a further letter was sent to patients and also to stakeholders. In this letter patients were advised what they would need to do to register with a new practice and by when. Patients could also find information on the CCG website, including a set of frequently asked questions (FAQs), and the CCG had provided information to be displayed within Whitehall Medical Practice itself.
- 8.11 The CCG is also working with the Practice to identify their “vulnerable” patients and if they have not yet secured a new GP Practice, they will be contacted and supported to do so.
- 8.12 All 3 letters are attached to this report at Appendix 1.
- 8.13 The CCG met with the councillor for the Underdale Ward and following that meeting, we produced written answers to the questions which is attached at Appendix 2.

**9. For Whitehall patients who are unable to find a new practice by 30 September 2019, which practices would Shropshire CCG be identifying for them and what criteria would be used to do this?**

- 9.1 The CCG would like to support patients who are not able to find a new GP Practice themselves and is continually monitoring both the reduction in patient numbers at Whitehall Medical Practice and also the increase at other practices in Shropshire.
- 9.2 A process for patients to follow has been publicised through the practice (on their electronic notice board) and published on the CCG website – this is attached as Appendix 3.
- 9.3 Any patient who has not registered with their choice of new GP practice by early September will be allocated a new GP Practice, via NHS England, to ensure that everyone has continued care from Monday 30<sup>th</sup> September.
- 9.4 The criteria for allocation takes into account the patient’s home postcode so that they are allocated a practice who covers that area; the relative size of the practice against how many patients they have already registered from Whitehall, and their capacity to take on further patients.
- 9.5 The CCG is aware that patients who have been allocated, may not wish to remain at the allocated practice and therefore they are free to choose to move to another practice if they wish to do so at a later date.
- 9.6 The spread of registered patients is shown in the maps at Appendix 4 and 5

**10. What is the CCG’s position on practices contracting their boundaries and what influence do the CCG have over practices?**

- 10.1 NHS England’s Primary Medical Care Policy and Guidance Manual provide details of the process to be followed when a practice requests a boundary change.
- 10.2 For practices to reduce their boundary (catchment area) or close their lists to new patients, a formal application to Shropshire CCG’s Primary Care Commissioning Committee is required. This is to ensure that patients can be accommodated in other local practices before any change is made.
- 10.3 The CCG can confirm that all Practices in Shropshire CCG have an open list, which means that they can accept patients as long as they live in their agreed catchment area. All practice catchment areas can be found on individual practice web sites, with the majority of patients having a choice of practice to register at. The Primary Care Team is in regular contact with all practices to ensure that any issues raised are responded to.
- 10.4 The CCG can confirm that no application has been received to either reduce their practice boundary or close their list in recent months.

**11. How many practices have reached their maximum ratio of GP to patient and what impact would increasing this ratio have on patients' access to appointments?**

- 11.1 There is no nationally agreed maximum ratio of GPs to patients. It is for the partners of the practice to identify the skill mix required to deliver services to their registered patient list and to ensure that staff are appropriately skilled and qualified to undertake their roles.
- 11.2 To provide some assurance to patients, the recent national data identifies that the Shropshire CCG area is much better in terms of GP numbers than other areas (66 GPs per 100,000 population compared to a national average of 58). We are not complacent about this however and have a number of both retention and recruitment programmes ongoing to ensure capacity in the future.
- 11.3 To provide further assurance, all practices in the CCG are currently rated good, or outstanding, by the Care Quality Commission, who are the independent regulator of health and social care in England.
- 11.4 A national patient satisfaction survey has recently been undertaken by Ipsos-Mori on behalf of NHS England to determine patients' perceptions of General Practice. In Shropshire CCG, 10,493 questionnaires were sent out and 5,080 returned completed. This represents a response rate of 48% which compares very positively against the national response rate of 33%.
- 11.5 The 2019 patient survey showed the overall experience of patients in Shropshire at an 88% satisfaction level, which is favourable against the national average which is 83%. Again, the CCG is looking to maintain and improve this through investment in practices around workforce, technology and improvements to the management of workflow.

**12. How is future demand for places at GP practices modelled and how is this shared with the Council for inclusion in strategic planning policy developments and decisions?**

- 12.1 The CCG works closely with the Local Authority to determine estimated population growth and new housing developments and have developed a good working relationship with the Commercial Services and Strategic Planning teams at Shropshire Council.
- 12.2 The CCG has recently commissioned an estates review which is due to report in August to ensure that the primary care estate is sufficient to meet the increasing demand. This will also indicate the impact on individual practices to enable planning to take place.
- 12.3 This report is using the expected population growth from Shropshire Council data to forecast the increase in both clinical staff and physical space required over the next 15 years.
- 12.4 Associated with this there is a significant portfolio of work to ensure recruitment and retention of both GPs and practice staff across GP practices in Shropshire. NHSE has given all CCGs workforce trajectories to work towards to ensure capacity for the future. Shropshire CCG's has a target to increase the number of qualified GPs by 5% between March and December 2019 – i.e. an additional 8 full-time equivalent GPs. There are similar targets for Nurses and other Clinicians (e.g. Clinical Pharmacists and Physician Associates).
- 12.5 The model for Primary Care is changing and nationally there is move toward a multi-disciplinary team to provide further support to GPs.

**13. Recent reports from Telford and Wrekin have identified that larger ‘super’ practices are being established. What are the benefits of ‘super practices’? What are the plans for Shropshire, and Shrewsbury in particular? How could this model work in rural areas?**

- 13.1 A super-partnership is generally formed by a number of individual practices merging into a single businesses unit, covering multiple sites across a large geographical area.
- 13.2 The CCG does not currently have any plans to influence the development of such practices in Shropshire although there is a national drive towards primary care at scale and the introduction of Primary Care Networks.
- 13.3 There is only one area who is working in a similar way to a super-practice and that is Churchmere Medical Practice who works across sites in Ellesmere and Whitchurch.
- 13.4 Seven practices across Shropshire have also joined a group called Our Health Partnership (OHP) which, whilst not a super-practice, does help practices with back office functions such as HR, Finance, Business Management etc. The member practices still retain individual responsibility for delivery of their medical services responsibilities.
- 13.5 Rural areas could benefit from at scale working through the use of technology and the NHS is working with the Department for Digital, Culture, Media and Sport (DCMS) to improve digital connectivity to our most rural practices.

**14. What is the CCG’s position on existing practices in Shropshire expanding? How would the CCG work with these practices?**

- 14.1 The CCG does not have a formal position on practice expansions. If practices decide to consider options for expanding and working more closely with other practices, they do not have to approach the CCG to do this.
- 14.2 Each practice has a registered patient list and is responsible via their contract to ensure that they have the premises and staff to provide services to their registered patients.
- 14.3 NHSE and the CCG work collectively to ensure that the services provided are at the level of quality expected.
- 14.4 If however Practices want to formally merge then the CCG would again refer to the NHS England’s Primary Medical Care Policy and Guidance Manual to ensure due process is followed and impact assessments undertaken.

**15. What role will the Primary Care Networks have in shaping the future of GP practices and Primary Care capacity?**

- 15.1 Primary Care Networks (PCNs) are not new organisations but simply groups of practices coming together to provide additional services in addition to their main GMS contract. Each individual practice will still maintain a separate contract for their core services.
- 15.2 PCNs have been introduced nationally to enable greater provision of proactive, personalised, coordinated and more integrated health and social care intended to dissolve the historic divide between primary and community health services, social care and voluntary services. The move to PCNs is a change from reactively providing appointments to proactively caring for the people and communities they serve.
- 15.3 Operating as groups of practices they will deliver specific services to patients across their geographical footprint. These services will, in the first instance, be nationally mandated but we will have a greater local mandate to develop our own network services from April 2021.
- 15.4 As part of the national Network Agreement which PCNs work within, there is access to funding that will meet the costs of employing new types of clinical workforce. In 2019/20 the funding is

towards Clinical Pharmacists and Social Prescribing Link Workers and in future years this list will increase to include Physicians' Associates, First Contact Physiotherapists and First Contact Community Paramedics.

**16. Can you confirm the position regarding the premises for Whitehall Medical Practice, who owns the site, and its availability?**

- 16.1 It is the responsibility of the Contract holder themselves to ensure that they have a suitable premises from which to provide services.
- 16.2 The lease is held by NHS Property Services and sub-leased to IMH Malling Health who run Whitehall Medical Practice.
- 16.3 The lease was due to end in July 2019 but the landlord agreed to a very short term extension whilst a new provider for the contract was secured and new premises found. This extension runs out in December 2019 and the landlord is not willing to extend it further.
- 16.4 Although it is the responsibility of the contract holder to secure premises, the CCG had an agreement in principle for the location of new premises, close to the existing practice, and were ready to progress this with the confirmed provider. This was made clear in the tender documentation.

1 November 2018

Dear Patient,

**Your Views are Needed**

**For Patients Registered at Whitehall Medical Practice (Malling Health)**

NHS Shropshire Clinical Commissioning Group (CCG) wishes to inform you of possible changes to your GP Practice in the future and to seek your opinions to help us in making a decision about this.

The contract with Malling Health comes to an end in June 2019. More information can be found in the attached Q&A sheet.

The CCG would now like to gather the views of individuals who are registered patients at Malling Health, Whitehall Medical Practice. We would like to know about the factors that influence your choice of GP Practice before we decide whether to retender the contract (the process by which we select who provides care) or consider reallocating patients to other nearby GP practices. To inform the CCG further, we are also discussing this with other GP Practices in Shropshire as the changes could have an impact on them.

As a patient registered at the surgery, we would like to invite you to share your views by completing an online survey available via the NHS Shropshire CCG website [www.shropshireccg.nhs.uk/](http://www.shropshireccg.nhs.uk/)

If you prefer to complete a paper survey, or to share your views via telephone, please contact the Primary Care Team on team on 01743 277517 or email [SHRCCG.PrimaryCare@nhs.net](mailto:SHRCCG.PrimaryCare@nhs.net). (All surveys and responses must be received before midnight on Friday, 30 November, 2018).

If you would prefer to share your opinions with an independent organisation, you can also contact Healthwatch Shropshire (the independent consumer champion for health and social care in this area) on 01743 237 884 or email [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk).

This engagement process will take place between Thursday, 1 November, and Friday, 30 November, 2018. We will then consider the information gathered to inform the decision on the future provision of services and a decision is expected to be made by the end of January 2019.

Yours faithfully

Nicky Wilde

Director of Primary Care

TBA March 2019

Dear Patient,

**Patient Survey Update and Next Steps – Whitehall Medical Practice (Malling Health)**

NHS Shropshire Clinical Commissioning Group (CCG) wrote to you towards the end of 2018 to inform you of possible changes to your GP Practice and to seek your opinions to help us in making a decision about future provision.

Thank you to everyone who completed the patient survey. The survey told us that patients were overwhelmingly in favour of retaining a practice for the area. The CCG has considered this feedback, along with advice from other local providers, and has made the decision to retain a practice for the specific population currently served.

There are two issues which we now need to address:

**1 Re-procurement of the practice:** NHS procurement rules prevent us from simply extending the current provider's contract. Thus, the contract in place now will end on 30 September this year. To ensure we have new practice arrangements ready by then we now need to go through a procurement process to ensure we have an appropriate provider ready to commence without any gap in service. The contract length will be for four years and six months. The current provider is eligible to submit a tender if it chooses to.

**2 Practice premises:** We have been advised that the lease on the premises currently being used is due to expire and the landlord may not be in a position to renew. The CCG is working closely with partners, including the Local Authority, to find suitable alternative premises in the area if this becomes necessary.

Because we cannot guarantee that either a suitable provider will bid for the contract or that appropriate premises will become available, there is an outside chance that we will be unable to secure a new practice for the area. In this circumstance, the CCG will have to consider other options, one of which would be the dispersal of the patient list and patients would need to find an alternative GP practice.

However, we know from your feedback that you would prefer a GP practice to be retained and we are determined to secure that if we can.

You will be informed as soon as possible of the outcome of the tender process and the identification of new premises (if required). If, as we all hope, a new contract is awarded your records will automatically be transferred to the new provider.

Yours faithfully

Nicky Wilde  
Director of Primary Care



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**IMPORTANT NHS INFORMATION PLEASE READ**

**Head of Household**

21 June 2019

**This letter refers to all members of the household registered with Whitehall Medical Practice (Malling Health), Monkmoor Road, Shrewsbury, SY2 5AP**

Dear Patient(s),

**Closure of Whitehall Medical Practice (Malling Health)**

NHS Shropshire Clinical Commissioning Group (CCG) wrote to you as a registered patient at Whitehall Medical Practice (Malling Health) towards the end of 2018 to inform you of possible changes to your GP Practice as the current contract to provide GP services was coming to an end. We also wrote to inform you that we would undertake a procurement exercise to try and secure a new provider for your Medical Practice.

Unfortunately, despite concerted efforts, we were unable to attract any bids from potential providers to run the contract for the GP service and this means that, regrettably, Whitehall Medical Practice (Malling Health) will close.

We appreciate this may be disappointing news and it means you will now need to register with a new GP before Whitehall Medical Practice (Malling Health) closes on **Monday, 30 September, 2019**. In the meantime, you will still be able to continue to use the practice as usual until the closing date.

All GP practices in Shropshire have "open" lists and are therefore able to take on new patients. Please note that GP practices have geographical boundaries and you will need to ask your preferred practice if you live within its Practice boundary. If you live outside a Practice's boundary, it may not accept your registration. If a Practice is able to accept your registration, it will explain and go through the registration process. Further information on registration should be available on Practice web sites and a list of all the GP Practices in Shropshire is attached for reference.

If you do not register at a new GP practice before Monday, 30<sup>th</sup> September, 2019, you will automatically be transferred to an alternative local GP Practice and we will write to you confirming the details of your new Practice.

If you need further information, or experience any problems registering with an alternative GP Practice, please telephone our PALS Team (Patient Advice Liaison Service) on Telephone: 01743 277586 or Email: [SHRCCG.CustomerCare@nhs.net](mailto:SHRCCG.CustomerCare@nhs.net).

Yours faithfully

Nicky Wilde  
Director of Primary Care

## Appendix 2 – Q & A

### Whitehall Medical Practice

#### Questions raised by Cllr Vasmer

**1. When was the decision made to close the Whitehall Medical Practice and who made that decision?**

Unlike other practices across Shropshire, the Whitehall Medical Practice Contract was commissioned by Shropshire Primary Care Trust in 2009 under an Alternative Provider of Medical Services Contract (APMS). This type of contract is time limited and after several extensions the contract ends in September 2019 as there is no formal route to extend the contract beyond that date. After engaging with patients and stakeholders, the CCG decided to find a new provider and commenced a procurement process.

Unfortunately when the CCG went out to procurement for a new provider, no-one came forward and therefore the CCG needed to consider their options further. Although the timescale for bidders to respond to the tender had passed, the procurement was still live and no public discussion can take place during an active procurement, therefore a discussion took place in the confidential part of the Primary Care Commissioning Committee (PCCC) on Wednesday, 5 June 2019 (*PCCC is a committee of the CCG with responsibility for making decisions around areas of Primary Care which NHS England has delegated to the CCG*).

Committee was presented with options around extending the procurement or dispersing the list. It was felt there was not enough time to extend the procurement before the contract ended and as the contract could not be extended further, the decision was made to disperse the patient list.

**2. How long was the period given for providers to tender to run the Whitehall Practice?**

A Prior Information Notice (PIN) giving advance notice of the tender was issued on 18 March, 2019. This acts as a heads up to the open market that we will be offering a contract and it is advertised through a national NHS portal.

The tender went live at 5pm on Thursday, 25 Apr, 2019, and ended at 12pm on Saturday, 25 May, 2019.

This is a standard recognised procurement timeline and the contract was on offer to all suitable providers and the existing current contract holder was also able to put forward an application if they wished to do so.

**3. What attempt was made to encourage providers to tender?**

As part of the procurement process before the contract is even open to bids, an advanced notice is released, informing potential bidders what our intentions are and that we will be going to procurement for a new contract. This is a Prior Information Notice and it is displayed through a national NHS portal so approved and recognised providers can express an interest.

**4. Was the existing provider encouraged to tender and did they tender?**

During a national tender, the CCG is not able to approach individual providers to put forward a bid, however the existing provider was fully aware of the process and along with any other

party who met the criteria, were welcome to submit an expression of interest. We would have been happy to receive a bid from Malling Health.

**5. When it became clear that nobody was going to tender why was there no fallback position that would have allowed the practice to continue whilst other options were explored?**

The CCG has to follow national guidance and due to the nature of the APMS contract there was no ability to extend the contract further. We had already extended the contract to its maximum and secured a further extension from NHS England whilst we sought patients' views and carried out the procurement.

**6. In the original consultation on the future of the Practice the CCG promised to keep patients informed. All the feedback prior to the closure announcement appeared to be positive – a view that has been corroborated by many people – so why was there no indication that there might be a problem?**

During any procurement the outcome cannot be pre-empted and as a CCG we shared the patients' hopes of securing a new provider, which is why we went through the procurement process.

When the CCG engaged with patients last autumn we explained that the contract was coming to an end and that we were seeking patient views.

We again contacted patients in January 2019 to advise them of the re-procurement and said that as with any tender exercise there was a possibility that there would be no successful bidder and if this happened the CCG would need to reconsider their options, one of which might be to disperse the patient list where patients may have to find an alternative GP practice.

Upon the decision of PCCC in June, the procurement was ended and patients were advised.

**7. Was Shropshire Council consulted before the announcement of the closure?**

This was a live procurement and the Council was not part of the procurement process although stakeholders were written to at the start of the process and at again in June.

**8. Was Whitehall's Patient Participation Group consulted?**

Members of the patient group, as well as all registered patients of the practice, were invited to take part in the survey and they were also provided with an update.

**9. Was Shropshire Patient Group consulted?**

The survey was only for registered patients of Whitehall Medical Practice.

**10. Was the Patient Advice and Liaison Service Informed?**

The Primary Care Team briefed Patient Advice and Liaison Service (PALs) and continue to answer specific queries that they have.

**11. Was Healthwatch Shropshire consulted?**

Yes, Healthwatch was kept informed.

**12. Were any patient representatives on Shropshire CCG boards, committees and groups consulted?**

There are four lay members on the CCGs Governing Body appointed from the community, who sit on the PCCC and were involved in the process and its governance.

**13. You were in negotiations with Shropshire Council about using new premises for the Practice – how far did they progress?**

We had an agreement in principle for the location of new premises, close to the existing practice, and were ready to progress this once we had a confirmed bidder.

**14. Were the remaining practices consulted about the possible closure of Whitehall and what was their reaction?**

All GP practices were aware of the re-procurement of the Whitehall practice and were contacted as part of the engagement in the autumn. The Primary Care Team at the CCG has also contacted the practices since the decision was made and personally visited practices in the immediate vicinity of Whitehall Medical Practice to brief and advise them on the situation. This engagement and support will continue over the next few months as patients transfer to new practices.

As registered patients at Whitehall Medical Practice come from across the whole County not just the Shrewsbury area, we have also sent written updates and briefs to all our practices and stakeholders.

**15. What assessment was made of the remaining Shrewsbury Practices to absorb more than 3,000 patients given that most are working to near capacity? Claremont Bank Practice says that its list is closed, and Belvidere will only accept 5 new patients per day.**

The CCG can confirm that all Practices in Shropshire CCG have an open list, which means that they can accept patients who live in their agreed catchment area. All practice areas can be found on individual practice web sites, with the majority of patients having a choice of practice to register at. The Primary Care Team is in regular contact with all practices to ensure that any issues raised are responded to.

**16. How does the CCG plan to accommodate the new residents that will be moving into new housing developments and relieve the current pressure on GP practices?**

The CCG works closely with the Local Authority to determine population growth and new housing developments. We have recently commissioned an estates review which is due to report in August to ensure that the primary care estate is sufficient to meet the increasing demand. Linked to this, is significant work to ensure recruitment and retention of staff across Practices. Recent data has showed Shropshire has a higher than national average ratio of GPs to patients and all our practices are rated as good, or outstanding, by the Care Quality Commission, the independent regulator of health and social care in England.

**17. Is the CCG aware that some services provided by the Whitehall Practice are not offered by other practices? Before closing Whitehall was consideration given to how these needs might be catered for?**

All practices in Shropshire offer the same essential and enhanced services, although their method of delivery may vary according to local need. Patients are advised that if they have any specific request to please discuss them with their new practice.

## **Appendix 3 – Registration Process**

### **How to Register with an Alternative Practice**

#### **Whitehall Medical Practice (Malling Health)**

**Closing Date - Monday, 30 September**

(Posted on SCCG Website 8 July 2019)

Unfortunately no-one came forward to take on the contract to run the Practice so without any GPs, clinical or practice staff, it will close on Monday, 30 September.

All patients have been contacted and have been asked to register at an alternative practice and here is a quick reference guide to help patients transfer to a new practice.

#### **What do I need to do now?**

You will need to register with a new, alternative GP Practice before Monday, 30 September.

#### **How do I find an alternative GP practice?**

All our practices across Shropshire have open lists, which means they can all take new patients who wish to register. You just need to check that you live in a practice's catchment area and this information should be on the practice's web site.

We have already shared a list of our practices with Whitehall patients, but for quick reference please go to the Shropshire CCG web site [www.shropshireccg.nhs.uk](http://www.shropshireccg.nhs.uk)

#### **What do I have to do to register at a new practice?**

Once you have found a practice that covers your address that you would like to register with, contact the practice and you'll just need to complete a registration form. They may ask you to come in to the practice to do this, and may ask to see a form of identification.

#### **How long will it take to transfer to my new practice?**

Practices can accept your registration straight away and then they need to process the registration. The time this takes can vary across practices so please check with your new practice. Until your registration is finalised, you continue to be a patient at Whitehall Medical Practice and can continue to access their services.

#### **When do I start using my new practice?**

Your new practice will let you know when your registration is expected to be processed, after which you will be able to start using your new practice.

#### **What do I do about my repeat prescription?**

Make sure your repeat prescriptions are up-to-date, and that you have a sufficient supply of any prescribed medications, before you register with a new practice just to make sure you don't run out.

**What happens if I forget, or don't have time, to re-register with a new GP before Whitehall closes?**

To ensure that patients will continue to have access to a GP practice, we will automatically transfer any patients to a new, local GP practice if they haven't re-registered by the time Whitehall closes. They will be contacted with the details of their new practice.

**If you have any queries or need help registering with another GP**

Please contact:

Patient Advice Liaison Service (PALS)

0800 032 0897

[SHRCCG.CustomerCare@nhs.net](mailto:SHRCCG.CustomerCare@nhs.net)



