

Questions and answers: Radshan Medical Practice

Who owns Radshan Medical Centre?

Radshan Medical Centre is operated by The Practice PLC Group who took over the partnership and contract from a previous provider before 2012. The Practice applied to NHS Leeds South and East Clinical Commissioning Group (CCG) to resign from their contract.

Why is the GP practice closing?

The Practice has one salaried GP who provides the GP services with a small nursing team to support it. Since April 2016, The Practice PLC Group has found it difficult to recruit to salaried GP and practice manager posts.

Who made the final decision to close the practice?

The decision to accept the practice's resignation was made by the CCG's Primary Care Co-commissioning Committee at its meeting held in public at Hinsley Hall, Headingley on 24 January 2018. The Practice PLC will resign from the contract on 30 April 2018, leaving a registered list of approximately 1916 patients without a GP provider. There are approximately 900 patients registered with the practice residing in Kippax and there is sufficient capacity in the local practices with all practices **open** to new registrations. The committee made a decision to find other GP practices in the area - what's described in NHS policy as 'list dispersal' - because it was felt to be the best option for the registered population.

Why can't another GP practice take it over?

In 2016/17 The Practice PLC management team were aware of the limitations of the list size and premises and did hold discussions with local providers regarding future resilience and sustainability. However a long-term suitable solution could not be reached and no other practices wished to take it over as a branch surgery.

The practice operates from a terrace house in Kippax; surveys and estates reviews have highlighted that because of its size it has limited functional capacity to offer a wide range of services now and in the longer term.

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Is this all about making money; how is General Practice funded?

General practice doesn't 'make money' but it's funded on a price per patient basis which is nationally set. For this funding, each practice has to deliver specific core services as part of a national contract and so practices need to be of a certain size in order to deliver economies of scale; smaller practices face greater challenges in providing a sustainable service. The average number of patients per practice in England currently stands at 8076 with the average size for Leeds currently at 8266 with the number of single handed practices having dropped by 30% since 2010*

* Kings Fund Understanding Pressures in General Practice May 2016

Has any engagement or consultation taken place?

Some local engagement has taken place to discuss the options available following the contract termination. It is recognised that finding other GP practices for patients (list dispersal) is recommended after taking into account the constraints relating to the premises, and recognition that over recent time continuity of care has reduced because of the turnover of GPs.

Assurance about available appointments in local practices was sought, and issues relating to car parking at nearby practices should be reviewed.

In December, primary care team representatives met with The Practice PLC Management representatives to inform them of the proposed recommendation to the Primary Care Commissioning Committee. This meeting also included frank discussions about the registered population, any engagement process, and staff. The management team was informing staff of the recommendations in advance of the meeting, and was encouraged to discuss the situation with their Patient Representative Group.

Why weren't patients consulted before now?

The practice was encouraged to engage with its practice participation group and inform them about the recommendation that was going to the primary care co-commissioning committee. The decision wasn't made until 24 January.

The CCG is unable to contact patients direct as it doesn't have access to patient names and addresses; any direct contact needs to come from the practice.

I've been told that the proper procedures weren't followed; is that true and what should happen?

Both the CCG and The Practice PLC Group have followed the guidance laid out in the Primary Medical Care Policy and Guidance Manual. The practice holds what is known as a PMS practice contract and the policy guidance states that holders of this type of contract are required to give six months' notice. The practice made its application to close on 31 October 2017, so the contract end date would be 30 April 2018.

As the contract has been terminated, the CCG must act to ensure that patients have access to GP services as priority and the CCG has a duty to act fairly and reasonably when making its decisions.

The practice had engaged with its Patient Participation Group to provide assurance on the process and this was accepted by the Patient Participation Group.

We need to ensure patients are able to access services as our priority; we have had to balance the duty to involve with the public interest in maintaining continuity of care in making the decision. We are keen to understand the needs and preferences of patients as part of our communication plan.

Can this decision be reversed?

The practice has made arrangements to terminate the contract and cease to provide services from the premises from the contract end date. There are no suitable other

premises available in the area to support an additional practice and the sustainability of small practices has already been identified as a risk by the current provider.

How do you know the other local practices can cope with any more patients, I've heard it's hard to get an appointment?

Following the current provider's resignation being accepted, the primary care team has conducted a pre-engagement exercise with local GP providers to establish their positions regarding their current capacity relating to workforce and estates. Four practices in the local area incorporate the current Radshan Medical Practice boundary within their practice boundary. The practice manager and lead GP at these practices have identified that all would be able to absorb the registered list either in full or partially.

All practices are open to new registrations and we would encourage patients to register with the practice local to them, e.g. all patients residing in Kippax to register with the two Kippax Practices. This principle would ease the pressure on individual practices, especially those nearest to Radshan Medical Practice.

There's lots of plans for building new houses in the area. Why is a practice closing when we'll need more GP services not fewer?

The plans for primary care in Leeds are outlined in a publication called the General Practice Forward View Delivery Plan (GPFVDP). This includes securing the quality and resilience of general practice across the city by groups of practices increasingly working in collaboration; primary care provided 'at scale' from neighbourhood 'hubs'; and better and extended access to services seven days a week. There is a limited and decreasing clinical workforce and some poor premises in parts of the city so to continue delivering the same level of service from the current premises across Leeds doesn't fit with the strategic direction.

The CCG works closely with Leeds City Council through a variety of forums to ensure that services are planned and delivered in accordance with strategic developments. There are a number of groups that exist to ensure that aligning the site allocations plan and an increase in housing is reflected in the availability of services at a locality level.

The CCG has recently undertaken a benchmark assessment of the primary care estate across Leeds in comparison to the site allocations plan to assess priorities and identify where additional need may arise. There is no set rule to determine the number of sites needed in a given area or population size.

I'm a patient at the practice; how do I make sure I have a GP?

We want to make sure that you have access to the best GP care available and want to work with you to help you find and register with an alternative GP practice of your choice. You can find details of practices on NHS choices here:

<https://www.nhs.uk/Service-Search/GP/LocationSearch/4>