

Primary Care Provider for Care Home Residents

PATIENT WORKSHOP FEEDBACK REPORT

Monday 23 July 2018

Beckenham Beacon



Date of the meeting: Monday 23 July 2018

Time of the meeting: 6-7pm

Venue: Beckenham Beacon

Author: David Moore, Communications and Engagement Manager, Bromley CCG

Contributors: Alex Humphrey (Lead Commissioner Primary Care - CCG), Bromley CCG Patient Advisory Group (PAG)

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1. Purpose of the event

Bromley CCG is seeking to commission a new GP service in Bromley that will provide general practice care for all care home residents. This follows positive engagement with GPs in Bromley. Patient residents in nursing homes, residential care homes and Extra Care Housing will have the opportunity to register with this new GP service. This enhanced service will use a multi-disciplinary approach to proactive care, integrated case management, prescribing and urgent care during core hours.

In order to inform our plans for this procurement we arranged a workshop with members of our Patient Advisory Group to understand what patient representatives felt should be included in the service. We also wanted to gather real experiences of care home users in Bromley that can inform the service specification accordingly. To support this we have undertaken face to face interviews with care home residents. The outcome of this engagement has been used in the procurement process to inform the development of a comprehensive service specification.

2. Attendance

Members of the Patient Advisory Group (PAG) were invited to attend a focus group to discuss the proposal, and to share their experiences of care homes in Bromley. Eight members attended, all of whom had direct experience of care homes, ranging from family and friends who had used these services to professional experience.

CCG staff in attendance

- Alexandra Humphrey (Senior Commissioning Manager, Primary Care)
- David Moore (Communications and Engagement Manager)

3. Format

David Moore welcomed everyone to the focus group and thanked them for giving up their valuable time to share their views on the proposed service. Alexandra Humphrey explained the proposal and plans before asking group members to share their views and ask any questions.

3.1 Agenda

1.	Welcome and purpose of the meeting	David Moore, Communications and Engagement Manager, Bromley CCG
2.	Summary of the case for change	Alexandra Humphrey (Senior Commissioning Manager, Primary Care
3.	Commissioning Intentions and the scope of the service	
4.	Aspiration and outcomes	
5.	Timeline and Governance	David Moore, Communications and Engagement Manager, Bromley CCG
6.	Next steps	

3.2 Context and background

Care home residents in Bromley are currently registered with a local GP surgery. They have the right to access care from their GP surgery in the same way as any other person registered with a surgery. However, in practice, GPs have to work very hard to provide the same level of high quality care to care home residents that they provide to patients who are able to attend the practice. This is because it takes more time to undertake visits to care homes, and care home residents have more acute and complex health needs than many other patients.

In order to respond to this need and after positive engagement with GPs, Bromley CCG is seeking to commission a new GP service in Bromley that will provide general practice care for all care home residents. Patients resident in nursing homes, residential care homes and Extra Care Housing will have the opportunity to register with this one GP service. By having a dedicated GP service, there will be greater focus on the needs of care home residents and additional services will be provided such as:

- More frequent visits to care homes to review patients. This includes visiting patients soon after they are discharged from hospital.
- More regular reviews of the medication that patients are taking
- Closer working with care home staff so that care for these patients is more joined up.

3.3 Governance

The procurement process will be undertaken in line with the CCG's established process. The development of the service specification will be overseen by the CCG procurement lead,

procurement panel (including patient representatives) and the CCG's Clinical Executive Group and Primary Care Commissioning Committee.

3.4 Timeline

The planned timetable is as follows:

DATE	MILESTONE
July 2018	Provider engagement event
23 July 2018	Patient Advisory Group workshop to inform the procurement and specification
13th August 2018	Advertise: issue Invitation to Tender documents and questionnaire
1st October 2018	Bidder/provider response deadline
1st October – 8th November 2018	Bid evaluation period
December 2018	Contract award
December – 31st March 2019	Mobilisation
1st April 2019	Service commencement

4. Discussion themes

The following areas were discussed and suggestions were made for further consideration:

- Does this approach sound sensible?
- What do you think is the most important element of GP care for care home residents?
- Is there anything else that you think we should include in the requirements of the service?
- How can we ensure as far as possible that patients opt to change GPs and register with this service?

The following themes arose as part of the discussion:

- The importance of continuity of care in terms of seeing the same member of staff where possible
- Ensure appropriate GP provision to staff this service.
- Sensible approach and if it works it will make a big difference.

- Assessment and monitoring criteria are key to ensuring the service is well run
- Appreciation at having the opportunity to inform and shape this new approach.

5. Next steps

Feedback from this workshop will be considered and incorporated into the planning for this procurement. In addition to the workshop we have also undertaken 1:1 interviews with some current nursing home residents. There will also be patient representatives on the procurement panel in line with our usual approach. For more information please email broccg.patientquery@nhs.net