

Healthwatch Barnet Response to Barnet CCG Consultation on the proposed move of Ravenscroft Medical Centre practice April 2019

During BCCG's open consultation period, Healthwatch Barnet (HWB) received emails from patients and carers of patients currently registered at Ravenscroft Medical Practice. All the emails raised concerns about the proposed move and the impact on patients, particularly elderly or frail patients or those with long term conditions. Healthwatch Barnet staff and volunteers attended three of the open consultation sessions to listen to the feedback from patients and carers and to BCCG's and Ravenscroft Medical Centre's response to this feedback .

HWB has identified the following issues and recommended action to help support patients, should the proposed move take place.

We are pleased to see that BCCG has undertaken a consultation on this area and both the GP practice and CCG has made time to meet and listen to local residents' and patients' views on the proposed re-location.

Healthwatch Barnet requests that BCCG provides a response to the points below. As with all HWB reports, and is as required of Healthwatch to be accountable to local residents, a version of this document will be made public on the HWB website and through its newsletter. A draft report will be sent to BCCG for their comments before publication.

Issue	Healthwatch Barnet response and recommended action	Barnet CCG response
What was the criteria and process for selecting Ravenscroft? Please clarify if other practices applied to move to Finchley Memorial Hospital and in which areas Ravenscroft exceeded the responses of the practices that applied. Did BCCG ensure that all Barnet GPs had the	There have been questions raised about the process and BCCG has given assurance that a proper process was followed. It would be helpful if BCCG could explain in more detail how and by whom the assessment process was undertaken.	The criteria are attached. These have been provided to the one or two people who have requested them during the consultation. They were developed by a Primary Care Working Group (no practicing GPs were involved NHS England was represented) using best practice knowledge and experience. The criteria and other governance issues were shared with various key stakeholders in order to refine them, including NHS England, which made some suggested changes – these were incorporated. The assessment was carried out by a group of nine. To ensure independent scrutiny the CCG invited a non-

Issue	Healthwatch Barnet response and recommended action	Barnet CCG response
<p>opportunity to express interest in moving or locating at Finchley Memorial Hospital?</p> <p>What information and assurance can Barnet CCG provide to show it carried out a fair and transparent assessment of the applications to move to Finchley Memorial Hospital?</p>		<p>executive director, non-Barnet CCG colleagues as subject matter experts, representation from North London Partners in Care and a chair provided by North East London Commissioning Support Unit.</p> <p>The Ravenscroft Medical Centre application scored low for its proximity to Finchley Memorial Hospital but was assessed as scoring significantly better than others in almost all areas.</p> <p>All Barnet CCGs were invited to make a business case expression of interest and sent the same pack – including the application process, service specification, scoring criteria and FAQs. All Barnet CCGs were invited to an engagement event (attended by 17 practices) where they could ask clarifications or questions. A follow up report of this event was circulated to all Barnet practices. Potential applicants were informed that the process was to complete an expression of interest which would be scored, the highest score becoming the preferred applicant.</p> <p>This process was challenged by the LMC on behalf of a group of GP practices that were unsuccessful in their application and the process investigated by NHS England who agreed that the process was fair and followed best practice.</p>
<p>BCCG said at a consultation session that the Equality Impact Assessments will be made public.</p>	<p>We request that BCCG shares these on their website and sends a copy to patients and carers that have requested them and to Healthwatch Barnet.</p>	<p>The Stage 1 Equalities Impact Assessment was posted on the Barnet CCG website on 19 April 2019.</p> <p>The link has been sent to those that requested it; copies are available at the surgery and have been sent to the lead Rabbi in the area. Please find a copy here.</p>

Issue	Healthwatch Barnet response and recommended action	Barnet CCG response
		<p>http://www.barnetccg.nhs.uk/Listening-to-you/consultations/Ravenscourt/patient-consultation-ravenscroft-medical-centre-to-FMH.htm You will note that we have set a date for comment by the 19 May, however the EQIA will stay on the website and we will accept comments for some time after whilst we are refreshing it following the comments from the consultation.</p>
<p>What analysis was undertaken of the impact on local surgeries, including whether these GPs have confirmed they have the capacity to take on additional patients?</p>	<p>Patients and carers have fed back that other GPs are telling patients they cannot register. We recommend that the other local GP staff clearly explain the catchment area requirements and advise patients of which other GPs may be accepting patients within different catchment areas. The GP staff should also explain to patients and carers what services they offer, for example, if this includes blood tests, home visits, extended hours and the accessibility for disable people etc.</p>	<p>As part of the consultation a questionnaire was sent to all Barnet GP practices asking for their views generally and (for surgeries within a mile of Ravenscroft) their capacity to take on additional patients. The capacity of these practices will inform the decision-making process.</p> <p>We are happy to clarify to GP practices their obligations. However, to note, we have had only a tiny number of patients stating they are unable to register with another GP and in all cases, when we have asked for details of the practice so we can raise this with them, no details have been forthcoming.</p>
<p>How will frail, vulnerable and older patients be actively supported to register at other practices if the move takes place.</p>	<p>HWB has previously received copies of patient letters when practices have closed and raised their concern. HWB subsequently worked with NCL to re-draft a helpful and patient-friendly letter that will support patients through the process of re-registration. We request that BCCG ensures that the following previous and unhelpful practice does not take place again:</p> <ul style="list-style-type: none"> • Letters 3 pages long and that do not mention registration until the second page. • The list of possible other surgeries being upwards of 70 and including those that are not in the catchment area, not in Barnet and where lists are closed. 	<p>Agreed. We are happy to look at the letter drafted by HWB if the relocation is agreed.</p>

Issue	Healthwatch Barnet response and recommended action	Barnet CCG response
	<ul style="list-style-type: none"> No mention of where patients and carers can get local support or further information on re-registration. GP lists that do not give the catchment area (i.e. the relevant postcodes for which they can accept patients). 	
<p>Will BCCG liaise with patients that move to other local practices to ensure their needs are met at the new practice?</p>	<p>Should the move take place there are many actions that RMC, the new surgery and BCCG could take to support vulnerable and elderly patients and those with long term conditions through this process. These include the following and we request that BCCG responds to say whether these would go ahead.</p> <ul style="list-style-type: none"> Open days/ half-days at the local surgeries to enable patients to familiarise themselves with the staff, surgery and facilities. Initial 30 minute appointments with a new GP and the GP from RMC with the patient, to support frail and vulnerable patients with the patient and carer (if appropriate) present. Ongoing 20 minute appointments as standard for vulnerable and frail patients. Clear information on websites on re-registration. Clear information on websites on services offered to patients, including home visits and blood tests. Clear information provided to patients and carers on the access for disabled people in other local surgeries. Checks to ensure that frail or vulnerable patients have definitely moved to FMH or re-registered with a new GP. Continuous contact and encouragement with the patient to take place to ensure this is done. 	<p>This process was subject to consultation and a report summarising the feedback is currently being developed. This report will be presented at the Primary Care Committee Meeting in Common in August where a final decision will be made to proceed or not with the relocation.</p> <p>If the outcome is to proceed, the CCG will work with Ravenscroft Medical Centre and the Health and Wellbeing Board to support the suggested measures where possible. The CCG and Ravenscroft Medical Centre are committed to ensuring that patients feel informed and supported if current arrangements change.</p>