



Briefing note re: engagement on five GP practices in Medway

To: Members of Health and Adult Social Care (HASC) Overview and Scrutiny committee

From: Bill Millar, Director of Primary Care, NHS Kent and Medway Clinical Commissioning Group and Senior Responsible Officer for the engagement

Date: 10 June 2021

As recently requested, I would like to provide an update on the engagement taking place regarding the five sites below which were previously run by DMC Healthcare.

- St Mary's Island Surgery, Chatham
- Green Suite at Balmoral Gardens Healthy Living Centre, Gillingham
- Twydall Clinic, Twydall
- Pentagon Centre (Boots), Chatham
- Sunlight Centre Surgery, Gillingham

Medway Practices Alliance (MPA – also known as the Federation), has a short-term contract to supply primary care services at the five sites until September 2021.

I have summarised the current situation below:

- We first wrote to the 27,500 patients registered at the above surgeries in September 2020. We asked them to complete a basic survey telling us what their priorities are for primary care services at the sites above. The results of the survey can be viewed in this [report](#).
- We held two virtual listening events (due to the pandemic) in December 2020. A summary of what patients told us at the events can be viewed in this [report](#).
- In December 2020, we also held small focus groups via video calls and asked for views from patient participation groups. Reports can be viewed [here](#) and [here](#).

- The key points that patients made via the survey and at the events are below:
 - They wanted to be able to access a surgery close to their home and wanted consistency of care.
 - When asked about GP practices working together, nearly two thirds of the survey respondents said they would sometimes go to a different practice to get a quicker or more convenient appointment or that they don't mind which GP practice they use. However, people told us they were concerned about those with mobility issues, or who could not afford to drive or take public transport.
 - People also told us they wanted a GP practice where: they can get an appointment within a reasonable time; they can get through on the phone and staff are courteous, kind and discreet.
 - Many patients also told us that they value being seen by a regular GP, healthcare practitioner or group of permanent GPs.

- In April 2021, we wrote to patients again to update them on the current situation and outline what they told us during the first stage of engagement.

- The process of selecting a new provider is under way and we are pleased to report that a number of local practices have expressed an interest in running the sites.

- We believe that MPA has made considerable improvements since taking over the five sites but it is important that we go through the proper assurance process before appointing a provider to a long-term contract.

- We are currently undertaking an assessment process of all interested practices which takes account of what we heard from patients during our earlier engagement.

- The practices have been asked to submit proposals setting out their plans and detailing information about how they will provide quality care, which will be evaluated by independent experts in clinical care, patient safety and finance as well as by patients.

- When we wrote to patients, we asked for volunteers to take part in the assessment process. We have recently emailed 19 people who came forward to explain the process further. They will form a moderating panel that will meet for the first time on 14 June 2021.

- We will inform patients and stakeholders once we have firm proposals for the sites and provide an opportunity to comment on them.
- At present, we are still on track to appoint a provider on a long-term contract in September 2021. Should the assurance process take longer than expected, this may be slightly delayed but we will keep you informed.

Do feel free to share this note with relevant councillors as you see fit. If you have any questions regarding the process, please email kmccg.comms@nhs.net.

ENDS