

# READING BOROUGH COUNCIL

## REPORT BY NHS ENGLAND

TO:	Health and Wellbeing Board		
DATE:	18 <sup>th</sup> July 2014	AGENDA ITEM:	9
TITLE:	<b>Briefing on review of future need for services currently delivered at the Reading Walk-in Centre</b>		
LEAD COUNCILLOR:	Councillor Hoskin	PORTFOLIO:	Health
SERVICE:	Primary Care	WARDS:	Boroughwide
LEAD OFFICER:	Nicky Wadely	TEL:	01865 963896
JOB TITLE:	Contract Manager NHS England	E-MAIL:	england.tvatmedical@nhs.net

### 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The Reading Walk in Centre in Broad Street Mall opened in August 2009 providing an 8am to 8pm, 7 days a week service to registered patients (like a conventional GP practice) and a walk-in service for registered and non-registered patients. The Centre opened following a competitive tender process that offered a contract on a 5 year term with the option to extend for a further 2 years. The initial 5 year term expires in August 2014 and discussions are currently taking place with the Provider, Assura Reading LLP, to extend the contract until August 2016. This briefing outlines the proposed review and evaluation process being taken jointly with Reading Clinical Commissioning Groups prior to a decision on whether to recommission this service provision post August 2016.
- 1.2 The review will also need to be considered in the context of the CCG primary care strategy and proposal for delegated authority from NHS England for the CCG to co-commission aspects of primary care.

### 2. RECOMMENDED ACTION

- 2.1 *The Reading Health and Wellbeing Board is asked to note the review process of the Reading Walk in Centre as part of the needs assessment and engagement as a key stakeholder in the proposed consultation on the future of the service*

### 3. POLICY CONTEXT

- 3.1 The Health and Social Care Act 2012 has given local authorities a much stronger role in shaping services and responsibility for local population health improvement. The Health and Wellbeing Board brings together local commissioners of health and social care, elected members and representatives

of partners to agree an integrated way to improve local health and wellbeing, which has resulted in the development of a joint Health and Wellbeing Strategy.

- 3.2 The provision of services at the Walk in Centre helps contribute to the aims of the Health and Wellbeing Strategy, especially Goal One - Promote and protect the health of all communities particularly those disadvantaged.
- 3.3 The Council's Housing, Health & Community Care Scrutiny Panel received a report on the first six months of service provision at the Walk in Centre on 11 March 2010 (Minute 49 refers).

## 4. THE PROPOSAL

### 4.1 Background

The Reading Walk-in Centre, located in the Broad Street Mall, Reading, opened in August 2009 providing an 8 to 8, 7 days a week service to registered patients (like a conventional GP practice) and a walk-in service for registered and non-registered patients. The Centre opened following a competitive tender process that offered a contract on a 5 year term with the option to extend for a further 2 years. The 5 year term expires in August 2014 and discussions are currently taking place with the Provider, Assura Reading LLP, to extend the contract until August 2016.

Assura Reading LLP is a joint venture between established local GP practices across Reading and a health provider organisation.

In the last year 38,085 walk-in consultations have taken place and as at 1<sup>st</sup> April 2014 6,632 patients have registered with the Centre.

### 4.2 Responsibilities and need for review

NHS England (Thames Valley) is responsible for commissioning primary medical care services for registered patients and Clinical Commissioning Groups (CCGs) are responsible for primary care services for non-registered patients, such as urgent care centres like the Reading Walk-in Health Centre. NHS England (Thames Valley) currently holds the contractual liabilities for the whole service. In the run-up to contract end NHS England (Thames Valley) needs to evaluate the case for re-commissioning the list-based service for registered patients, whilst the CCGs need to decide whether to re-commission the 'open access' element of the service. It has been decided that this evaluation should be conducted as a whole, led by NHS England (Thames Valley) with the involvement of all key stakeholders

### 4.3 Process

An assessment is being made of:

- Patient and population need (current and future)
- Value for money of the current contract
- Impact assessment if the service were decommissioned at the end of the contact period, including capacity of current services to meet the needs of the population

- Quality of service provision and Patient experience of current services
- Strategic Alignment with CCG and NHS England commissioning plans and the Local Authority's JSNA, gap analysis of services and Health & Wellbeing strategy
- Alternative service models to meet the needs of the population resulting in the development of a consultation proposal and paper to be presented to appropriate decision-making forums.

#### 4.4 Timeline

Needs Assessment	January - July 2014
Development of the Consultation	July - September 2014
Consultation on options	October 2014 - December 2014
Decision making	December 2014
Re-procurement commencement	in early 2015
Or De-commissioning of service	

### 5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1 The review will support the strategic aim to promote equality, social inclusion and a safe and healthy environment for all
- 5.2 The Review will also contribute to development of Health of the people of Reading

### 6. COMMUNITY ENGAGEMENT AND INFORMATION

- 6.1 *Section 138 of the Local Government and Public Involvement in Health Act 2007 places a duty on local authorities to involve local representatives when carrying out "any of its functions" by providing information, consulting or "involving in another way".*
- 6.2 Patients who use the Walk in Centre will be asked to take part in a survey to help understand how the service is utilised and also their views of the current service provided. In addition, as part of the consultation phase of the review, views of wider stakeholders will be collected and considered.

The list of stakeholders to be engaged in this process will include:

- Berkshire West CCGs
- Berkshire West Urgent Care Board
- Public Health
- Health and Wellbeing Board
- Overview & Scrutiny Committee
- Local Medical Committee
- GP Practice patient and public groups
- Healthwatch
- Local healthcare providers

## 7. EQUALITY IMPACT ASSESSMENT

- 7.1 *Under the Equality Act 2010, Section 149, a public authority must, in the exercise of its functions, have due regard to the need to—*
- *eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*
  - *advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
  - *foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*
- 7.2 An Equality Impact Assessment (EIA) will be considered as part of the process to determine the options for consultation considering the differential impact on: racial groups; gender; people with disabilities; people of a particular sexual orientation; people due to their age; people due to their religious belief

## 8. LEGAL IMPLICATIONS

- 8.1 In accordance with Health and Social Care Act 2012 the NHS Commissioning Board (otherwise know as NHS England) is responsible for direct commissioning of services beyond the remit of clinical commissioning groups, including primary care services. Therefore NHS England is responsible for commissioning this service, in partnership with the Reading CCGs.

## 9. FINANCIAL IMPLICATIONS

- 9.1 Each option developed will consider the financial implications and Value for Money (VFM).

## 10. BACKGROUND PAPERS

- 10.1 NHS England policy on managing time limited medical contracts  
<http://www.england.nhs.uk/wp-content/uploads/2013/07/mng-end-tlim-con-pms.pdf>