

## READING HEALTH AND WELLBEING BOARD

<b>DATE OF MEETING:</b>	18 <sup>th</sup> January 2019		
<b>REPORT TITLE:</b>	READING WALK-IN CENTRE UPDATE		
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<b>ORGANISATION:</b>	BWCCG		

### 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The Alternative Provider Medical Services (APMS) contract for Reading Walk-in Centre comes to an end on 30<sup>th</sup> June 2020. This paper confirms that the service is being re-procured and the CCG intends to have a new contract in place from 1<sup>st</sup> July 2020.

### 2. RECOMMENDED ACTION

- 2.1 For members to note the current re-procurement exercise.

### 3. POLICY CONTEXT

- 3.1 APMS contracts are time-limited arrangements for commissioning primary medical services from a range of providers. Under current procurement regulations, CCGs are required to run a competitive procurement process to let any new APMS contract.

### 4. Background

- 4.1 Services at the Reading Walk-in Centre are currently provided by Virgin Care. The current contract comes to an end on 30<sup>th</sup> June 2020. Following the review of the service specification by a multi-agency group including health, local authority and Healthwatch Reading representatives, the CCG is currently running a procurement exercise. The intention is to let a contract for the next four years, coinciding with the length of the current lease on the Broad Street Mall premises.
- 4.2 10,168 patients are currently registered with the Walk-in Centre. Under the new contract, the provider will be required to continue to care for these patients and to grow the registered list further. In addition the service will continue to offer walk-in access 8am-8pm, seven days a week for patients registered with other practices. Prospective providers will be required to demonstrate how they will gear the service to meet the needs of specific population groups that currently access the centre including homeless patients and children.
- 4.3 As currently and in accordance with the Berkshire West Integrated Care Partnership's emerging *Urgent Care Strategy*, patients will be encouraged to routinely access their own GP practice to ensure continuity and full access to notes. Patients who frequently attend the walk-in element of the service may be asked to consider registering there as is currently the case. It is anticipated that access to primary care will change over the coming years with practices increasing working together through

their Primary Care Networks to improve same day care provision. As such the contracting model anticipates that walk-in activity will decline over the life of the contract and encourages the provider to work with Primary Care Networks to optimise access to primary care for Reading patients. In future patients who attend ED with minor illness may also be re-directed to this service.

## **5. CONTRIBUTION TO READING'S HEALTH AND WELLBEING STRATEGIC AIMS**

5.1 The service specification will ensure that the service supports delivery of the Reading Health and Wellbeing Strategy's eight priorities:

1. Supporting people to make healthy lifestyle choices (with a focus on tooth decay, obesity, physical activity and smoking)
2. Reducing loneliness and social isolation
3. Promoting positive mental health and wellbeing in children and young people
4. Reducing deaths by suicide
5. Reducing the amount of alcohol people drink to safe levels
6. Making Reading a place where people can live well with dementia
7. Increasing breast and bowel screening and prevention services
8. Reducing the number of people with tuberculosis

## **6. COMMUNITY & STAKEHOLDER ENGAGEMENT**

6.1 The above review of the service specification took into account the findings of a patient engagement exercise undertaken by Healthwatch Reading which asked current patients at the Walk-in Centre and in ED about their experience of the service and the reasons they had accessed it. Further discussion will take place with potential providers regarding patient engagement and communication required as part of the mobilisation process.

## **7. EQUALITY IMPACT ASSESSMENT**

7.1 An Equality Impact Assessment has been undertaken and signed off by the CCG's Nurse Director on behalf of the Quality Committee. This will be continually reviewed throughout the remainder of the procurement process.

## **8. LEGAL IMPLICATIONS**

8.1 The procurement is being undertaken in accordance with the appropriate legislative requirements.

## **9. FINANCIAL IMPLICATIONS**

9.1 To be quantified as part of contract agreement.

## **10. BACKGROUND PAPERS**

10.1 None