

Alternative Provider Medical Service (APMS) Consultation

You Said, We Listened

Between 12th December 2016 and 1st February 2017 a formal consultation was held around the future of 7 GP practices on the Alternative Provider Medical Services (APMS) contract. These types of contracts are time limited and the CCG was legally required to review the contracts at that point.

The consultation was around what should happen with the contracts.

We are pleased to report that the CCG decided to renew the contracts, with an updated service specification. Following a full procurement process, SSP Primary Care Health Limited was awarded 6 APMS contract in March 2018. (The 2 APMS contracts within Leigh Sports Village were merged to 1 contract).

This document pulls out the key feedback from the consultation and how the CCG listened to this.

You Said	We Listened
<p>1. Most people strongly value their GP practice and wanted to be able to access services in the same place.</p>	<p>The CCGs Governing Body made the decision to keep all APMS practice open (i.e. to renew the contracts) so that patients would still access services in the same place.</p> <p>Following a full procurement process, SSP Primary Care Health Limited was awarded 6 APMS contract in March 2018. (The 2 APMS contracts within Leigh Sports Village were merged to 1 contract).</p>
<p>2. Between the 7 APMS practices, patient had access to different</p>	<p>The 7 APMS practices were originally contracted to deliver the same services with the same set opening times. Over the years some practices had changed some of the</p>

<p>services and opening times.</p>	<p>services they delivered. Also, when we looked at data for practices some were not offering any clinical appointments during the extended opening hours.</p> <p>In line with national guidance the decision was made to bring the service and opening times in line with the other 55 practices in the Borough to ensure equity of access for all patients.</p> <p>SSP Primary Care Health Limited has been given the opportunity to sign up to a local scheme to provide extra services and appointments. All GP practices have the same opportunity to sign up to this.</p>
<p>3. Most people wanted the CCG to renew the contracts with no change to the service specification. The second most popular option was to renew the contract but to update the service specification.</p>	<p>The CCG made the decision to renew the APMS contracts but to update the service specification. As described above, it became apparent during the consultation that some of the practices were offering different services and opening times. The existing APMS service specification was not fit for purpose and needed to be updated. The CCG followed national guidance to bring the services and opening times in line with all the other GP practices in the Borough.</p>
<p>4. End the contract was the option people had most concern with</p>	<p>The CCG made the decision to renew all the contracts (whilst merging the 2 contracts within the same location at Leigh Sports Village). All locations were kept open to ensure that people could continue to access GP services in the same place.</p>
<p>5. The majority of people who responded to the consultation would be concerned if the practice was open less on an evening and weekend</p> <ul style="list-style-type: none"> - Some people chose the practice because of the longer opening hours 	<p>As part of the updated contract a decision was made to reduce the opening hours of the practices in line with the other practices in Wigan Borough.</p> <p>The reason for this decision was:</p> <ul style="list-style-type: none"> - Equity contract and service equality - Practices not offering clinical appointment during the time they was open - Duplication across lots of services within the Borough often causing confusion with residents.

<ul style="list-style-type: none"> - Concern about reduction in available appointments - More pressure on other services 	<p>All patients registered with a GP in Wigan Borough have access to the Extended Hours Service which currently operates from 7 locations across the Borough. Appointments can be booked via 01942 482848.</p>
<p>6. There were a number of extra services that the APMS practices provide which patients think should continue such as, Warfarin and blood clinics.</p>	<p>SSP Primary Care Health Limited will have the option to sign up for various schemes to deliver extra services. This puts them in the same position as the other GP practices within the Borough. If you are a registered patient and have any concerns about the services now on offer at the practice please speak to the practice in the first instance.</p>
<p>7. The majority of respondents would be concerned if the practice started offering appointments to other patients</p>	<p>Some of our thinking early on was whether the 7 APMS could be used to deliver extended hours services to other patients in the Borough. The APMS practices will NOT do this. The extended hours services continues to be delivered by the GP Alliance who operate from 7 locations across the Borough and can be access via 01942 482848.</p>
<p>8. The majority of respondents weren't sure when asked about how they would feel if the practice was contracted to be flexible, to change, grow and offer services to work in a different way.</p>	<p>We appreciate that the consultation document may not have given people enough information to give their thoughts on this. As part of the contract, the practice will be required to commit to working collaboratively with other GP practices in the same geographical area. These groups of GP practices will still operate independently but will increasingly work closer together to tackle issues and improve services to the local area.</p>
<p>9. Closing practices and reducing opening hours was a particular concern to some protected groups, e.g. age, disability & carers, mental health</p>	<p>The CCG made the decision to renew all the APMS contracts (whilst merging the 2 in Leigh Sports Village).</p> <p>As described above, the decision was made to change the opening hours to be in line with the other practices in Wigan Borough. We do appreciate this could have some impact on particular groups. An equality impact assessment was undertaken in line with the CCGs duty.</p> <p>We have commissioned the GP Alliance to provide extended hours services to ALL</p>

patients registered with a GP in Wigan Borough. This service is available evening, weekends and bank holidays.

The CCG will be reviewing extended hours services in the near future and would welcome responses from any individual or groups with a view on this. Keep an eye out on our ['We need your help'](#) page.

10. Continuity of care is important to people, particularly those with long term conditions

The CCG made the decision to keep all the practices open. From the outset the CCG described that if the decision was made to renew the APMS contracts we would then be legally required to undertake a procurement process. This process was completed and in March 2018 SSP Primary Care Health Limited was awarded the contracts.

All staff in the practices was given the opportunity to transfer their employment to SSP Primary Care Health Limited and continue working in the practice. Staff throughout most of the practices made the decision to stay, with the exception of one of the practices over in Leigh.

APMS contracts are historically 5 years in length, given this that would mean in 3 years' time the CCG would need to start the procurement of these practices once again. The CCG took the decision to offer a 10 year contract with the possibility to extend by a further 5 years so that continuity of services could be achieved within these practices.

11. Some respondents wanted us to just leave the practices alone and keep things the same.

As APMS contracts are time limited, the CCG was legally required to review them and go through a procurement process. The consultation undertaken fed into the CCGs decision on what to do with the contracts. The CCG was clear from the outset that if the decision was made to renew the contracts, we would then need to go through a procurement process and we would not be able to guarantee who would be successful.

The contracts will be renewed on a 10 year basis (with the option to renew another 5) and at the end of that time they will be reviewed again.