

APMS contract reviews

Summary of feedback from PPG members

Y02378 Dr Alistair - Ashton site PPG – 02/09/2015

- There is currently flexibility within the practice for patients to attend the Ashton site or Golborne site as needs allow and this is important. Having this flexibility may allow patients to be seen quicker, or to see a specific GP quicker and for some patients it may be just as easy to get to the Golborne site as it is the Ashton site.
- There is a GP on one of the sites until 8pm and generally patients won't mind travelling to the Golborne site if it means they can be seen.
- The extended hours under the APMS contract (until 8pm and then Saturday) allows for working people to access convenient appointments and it is helpful to be able to collect prescriptions without having to take time from work.
- Car parking and travel is an important issue to patients. Although the Ashton site is not on a main bus route, it is reasonably close to one. Parking at Kidglove House, Golborne, is sometimes problematic during the day, but there is reasonable parking in the surrounding area and parking in the evening is not usually an issue.
- PPG members were aware of considerations around use of the Town Hall in Ashton which has been a discussion ongoing for a couple of years. They express concern about the accessibility of this site in terms of bad traffic in the town centre, lack of alternative travel routes and a lack of parking on site which they feel makes this site unsuitable.
- In terms of discussions around the option of list dispersal – it was questioned whether other practices within the area would actually have capacity to take on a vast number of additional patients. One member spoke about an incident a few years ago with a practice close by advising that their list was closed.
- Concern was expressed that if the list was to be dispersed, patients could end up anywhere and this would go against patient choice. Concern was raised that those nearby practices with list space may be those which are unpopular for quality reasons.
- It was highlighted that the vast majority of patients within the practice are very satisfied with the service they receive and there is worry that the quality of care they receive elsewhere may not be as good.

- The question was raised about the possible impact on available appointments at nearby practices if the decision was made to disperse the list.
- A question was raised around the tendering process and whether it would be open to applications from providers outside of the UK. If so, this would be a concern.
- Concern raised as to what would possibly happen to practice staff as a result of changes.
- If re-procurement was the option chosen, it is a great concern to patients that the contract may be taken up by a new provider with new doctors with whom they are not familiar. They are currently very happy with the practice and GPs.
- It was questioned whether patient views will be taken into account during this process and whether they can be involved in reviewing service specifications etc.
- Member of the PPG asked who had the final decision and whether GPs were involved in this process. Confirmation was given that the CCG had the final decision and yes, GPs were involved in this process.
- It was noted that Intrahealth had the most APMS practices and concern was raised over whether they would have an unfair advantage in bidding for new contracts should this be the decision made. As Intrahealth has a number of practices they may be able to offer more in terms of flexing workforce etc., however, they may not be able to offer a more personal service which members of the PPG feel they currently get at the practice.
- Members would welcome regular briefings and further details of engagement work in the future.