

ALTERNATIVE PROVIDER MEDICAL SERVICES (APMS)

**STAKEHOLDER ENGAGEMENT WORKSHOP
WEDNESDAY 5th OCTOBER 2016**

**UPDATED AND AMENDED FOR SCORING PANEL
WEDNESDAY 2ND NOVEMBER 2016**

INFORMATION PACK

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Introduction

Wigan Borough Clinical Commissioning Group is the organisation responsible for commissioning local health services.

In Wigan Borough we have 63 GP Practices. Most of these practices are on the same type of contract, the General Medical Services (GMS) contract that is agreed nationally. A small number of practices however are on a different type of contract, the Alternative Provider Medical Services (APMS) contract. The APMS contract is a fixed term contract.

There are 7 APMS contracts in Wigan Borough which are due for renewal. The commissioner together with stakeholders is responsible to decide the future requirements of the APMS contracts within the area.

Background

APMS contracts were commissioned from 2008 following a review undertaken by Lord Darzi. The review found that despite sustained investment and improvement in the previous 10 years, access to GP services and the quality of those services continued to vary across the country. The Department of Health provided additional funding for Primary Care Trusts with a shortage of GP Practices to award APMS contracts to new GP Practice providers. Unlike GMS contracts, the APMS contract is only awarded to practices for a specific length of time. A total of 7 APMS contracts were awarded in Wigan Borough with GP services being delivered at 11 sites across the Borough.

The APMS contracts have been extended on a number of occasions, but we are now required to undertake a full review of the services delivered to decide if we will renew the contract, change it or end it.

Future of Primary Care

In the Wigan Borough Locality Plan, the local health and social care organisations (e.g. Wigan Borough CCG, Wigan Council, Wrightington Wigan and Leigh NHS Foundation Trust, etc) have set out what the future of primary care needs to look like to be sustainable, equitable and of a high quality.

It says that we want more services to be delivered out of hospital and in communities. This means GP practices will need to be able to offer more support to patients and potentially deliver more services. We also need to be able to offer GP services across the Borough on evenings and weekends.

We want to make sure that all our GP practices offer the same level of high quality service and work closely together to make the most of their staff and resources.

Our main aims are to:

- Develop GP practices to be the centre of a joined-up health service.
- Improve access to GP services.
- Improve GP services to make sure that patients always get the best possible result from the treatment they are given.

In the first year, we will be focusing on:

- Helping GP Practices to find new ways to deliver GP services that make them more efficient and so that they can work better with other services
- Making sure that patients can get an appointment on an evening or weekend at a GP Practice within the Borough.
- Continue to help practices to make changes that mean they meet the Greater Manchester Quality Standards for GP services.
- Working with practices and patients to make sure that people are prescribed the right medicines at the right time in the right way.

The result of the APMS contract review needs to be consistent with what we are trying to achieve overall with primary care services.

The Purpose of the Morning – Stakeholder Engagement Workshop

The purpose of the Stakeholder Engagement Workshop in the morning is to consider the commissioning options for APMS contracts and agree the criteria that are important. The agreed criteria will then be used to decide which of the commissioning options are relevant and appropriate for each service location and APMS contract.

The potential options for each service location will be determined by a separate Stakeholder Panel in the afternoon. We will be holding a 10 week consultation on the potential options identified to seek further public and patient feedback and engagement.

Throughout the morning, attendees will have an opportunity to question, contribute and challenge at each stage of the agenda. Attendees from the morning session will also have the opportunity to stay and witness the afternoon stakeholder panel if they are able to.

Purpose of the Afternoon – Stakeholder Panel

The purpose of the Stakeholder Panel session is to take the criteria agreed in the morning and apply them to all of the options for each of the sites. This will give us the final list of relevant potential options for each the sites to take out to consultation.

The Panel will consist of:

- A local GP, not associated with any of the APMS practices
- A local Practice Manager, not associated with any of the APMS practices
- Lay representatives from the Primary Care Committee
- CCG representatives
- Healthwatch Wigan – invited

All participants from the morning session are welcome to stay and watch the Panel in the afternoon.

The panel will need to consider the criteria against all of the options to give us the final list. To do this in a consistent manner, a table similar to the below will need to be completed for all of the 11 sites:

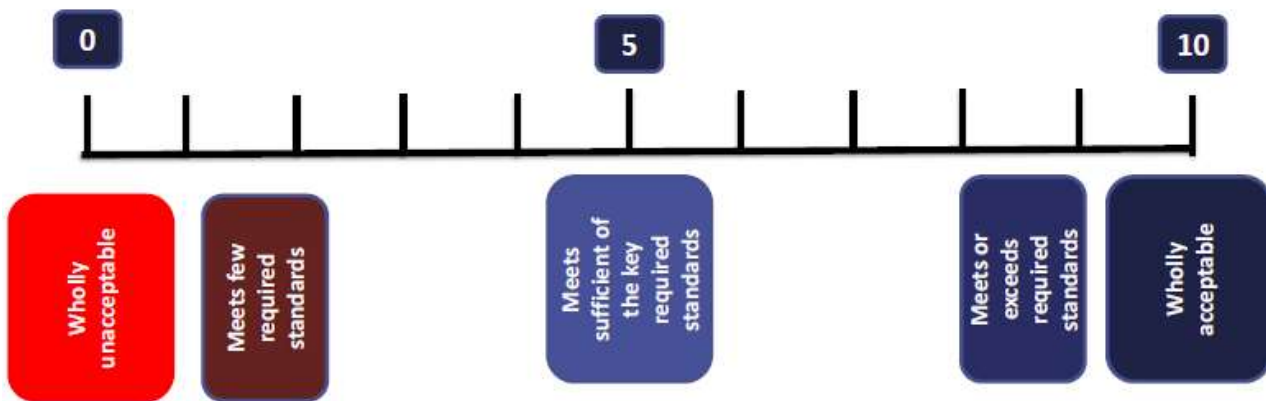
	Weighting	Option A	Option B	Option C
Criteria 1	x			
Criteria 2	x			
Criteria 3	x			
Criteria 4	x			
Total weighted score	x			

Below is an example of how the table might look with examples of options, criteria and weighting. The options, criteria and weighting will all have been agreed in the morning session.

e.g Site 1

	Weighting	Reprocure	Don't Reprocure	Reprocure with changes
Accessibility of services	30			
Quality of the building	25			
Levels of deprivation	30			
Cost per patient	15			
Total weighted score	100			

Each of the criteria for each option will be scored on a scale of 1 to 10.



A score of 1 means that if that option was implemented, the impact on the criteria we are scoring against would be wholly unacceptable, i.e. it will have a very negative impact.

A score of 10 means that if that option was implemented, the impact on the criteria we are scoring against would be wholly acceptable, i.e. it will have no negative impact at all.

For example, if we take the option of reprocurring shown above, the panel might score the criteria “Accessibility” as 10 because there is another practice in the same building and so there is no change in how easy the service is to access.

Please note that this is just an example to help explain the process that we will follow.

The APMS Contracts in Wigan Borough

There are 7 APMS contracts being reviewed, which deliver services to approximately 28,000 patients.

An APMS contract is different to the standard GMS (General Medical Services) contract that most GP Practices have. The main differences between the two are highlighted below.

	GMS	APMS
Who agrees it	A nationally agreed and fixed contract.	A locally agreed contract.
How long is it for	Continuous.	For a fixed number of years before it has to be reviewed.
What is included in the contract	The management of patients who are ill with acute, chronic or terminal conditions.	The same as GMS plus the option to vary the terms of the contract i.e. longer opening hours and additional services to meet local needs, e.g. warfarin clinics
What additional services* are included	None within the standard contract. But, additional 'enhanced' services to meet local needs can be agreed and paid for on top of the contract.	Additional services are agreed as part of the main contract to meet specific local needs.
Cost per patient per year**	Fixed cost at £76.51* - with additional payments for providing any enhanced services.	A locally agreed cost of between £116-£149 dependant on the number of enhanced services included in the APMS contract.
Contract hours	Monday to Friday 8am to 6.30pm – although some practices are paid extra to open some evenings and weekends	Monday to Friday 8am to 8pm and Saturday 10am to 4pm.

*Additional or enhanced services aren't offered as standard in all 63 practices across the Borough, but are offered in some. Examples of some of the enhanced service include phlebotomy and warfarin management.

**Please note that this is not the only funding available to GP practices.

The table below shows the average cost per patient / cost greater than GMS price / Total Cost, figures as of April 2015.

	Number of Patients	Current Contract Value £	Cost per patient Current Contract Value (£)	Minimum Future Contract Value (GMS £73 per head)	Minimum Reinvestment Fund (Less: Enhanced Service and Primary Care Standards income plus TUPE staff and Estate Rental pass through)
TOTAL FOR THE 7 APMS CONTRACTS	26,835	£3,890,413	£134.7 (ave)	£1,958,955	£1,931,458

The Sites, Locations and Registered List Sizes

There are 7 contracts being reviewed, but some of the contracts deliver services from more than one site. The sites and the registered list sizes are set out below.

Dr Alistair

1 Contract

1 CONTRACT AT 2 LOCATIONS – current patients registered: 6091

Dr Alistair at Ashton Clinic, Queen’s Avenue

Number of patients we expected by end of 2013/14: **5,427**

Number of patients registered in Q1 2014/15: **4,160**

Dr Alistair at Kidglove House, Kidglove Road

Number of patients we expected by end of 2013/14: **2,673**

Number of patients registered in Q1 2014/15: **1,857**

Intrahealth

5 Contracts

1 CONTRACT AT 2 LOCATIONS – current patients registered: 3,487

Ince

Number of patients we expected by end of 2013/14: **2,548**

Number of patients registered in Q1 2014/15: **1,616**

Platt Bridge

Number of patients we expected by end of 2013/14: **2,352**

Number of patients registered in Q1 2014/15: **1,515**

1 CONTRACT AT 2 LOCATIONS – current patients registered: 4,714

Atherton

Number of patients we expected by end of 2013/14: **2,592**

Number of registered in Q1 2014/15: **2,115**

Tyldesley

Number of patients we expected by end of 2013/14: **2,808**

Number of patients registered in Q1 2014/15: **2,298**

1 CONTRACT AT 1 LOCATION – current patients registered: 2,719

Marsh Green

Number of patients we expected by end of 2013/14: **6,000**

Number of patients registered in Q1 2014/15: **2,214**

2 CONTRACTS AT THE SAME LOCATION – Leigh Sports Village

Leigh Sports Village– current patients registered:	1,825
Number of patients we expected by end of 2013/14:	4,500
Number of patients registered in Q1 2014/15:	1,807
Family Practice, Leigh Sports Village: – current patients registered:	1,757
Number of patients we expected by end of 2013/14:	4,500
Number of patients registered in Q1 2014/15:	1,667

**Integral – Leigh
Family Practice**

1 Contract

1 CONTRACT AT 3 LOCATIONS – current patients registered: 8,124

Bridgewater	
Number of patients we expected by end of 2013/14:	3,480
Number of patients registered in Q1 2014/15:	1,605
Higher Fold	
Number of patients we expected by end of 2013/14:	2,680
Number of patients registered in Q1 2014/15:	555
Wigan Road	
Number of patients we expected by end of 2013/14:	5,040
Number of patients registered in Q1 2014/15:	1,570

Leigh Family Practice had an additional **4,068** patients registered in Q1 2014/15 that could visit any location.

A map of the approximate locations of all the practices in the Borough can be found below.

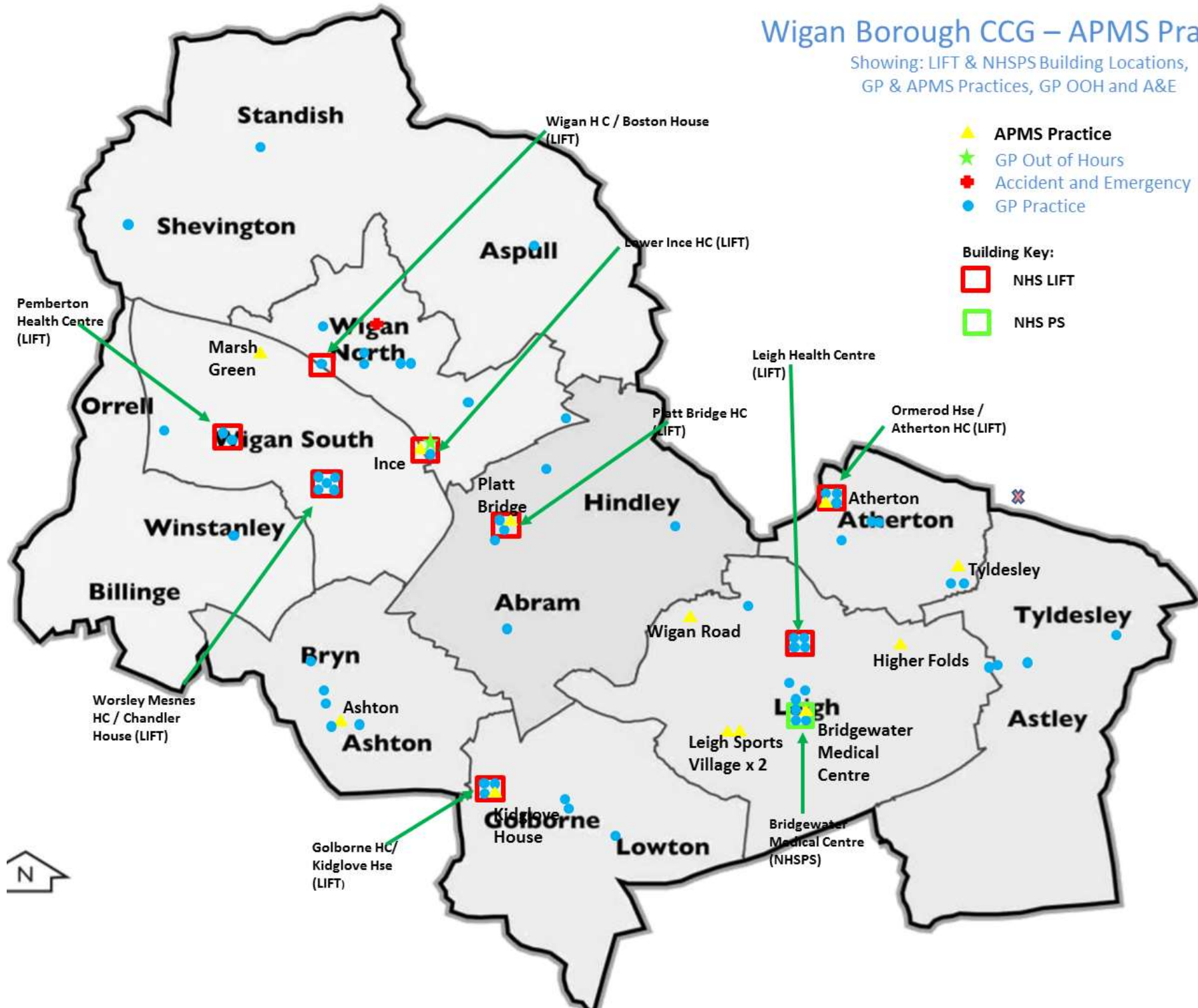
Wigan Borough CCG – APMS Practices

Showing: LIFT & NHSPS Building Locations,
GP & APMS Practices, GP OOH and A&E

- ▲ APMS Practice
- ★ GP Out of Hours
- ✚ Accident and Emergency
- GP Practice

Building Key:

- NHS LIFT
- NHS PS



Supporting Information

To support the decision-making, there is some additional information on each of the 7 APMS contracts below.

About the Information Provided

We have included some information on all of the contracts and sites included in this review to help you in your considerations.

Disability Access

We have looked at what facilities the practices have to make them accessible for patients.

Number of Practices in the Same Building

Some of the practices are in shared buildings with other practices. This may help you consider potential impacts.

Number of Practices within 1 Mile

We are providing the number of practices within 1 mile to help you consider how many practices are near to this practice. These statistics include the practices in the same building.

Opening Hours

APMS practices are contracted to be open longer than the GMS core hours, so we have included the opening times.

Transport Links

We have looked at the nearest bus stops and services.

Levels of Deprivation

We have included information on how deprived the local area is to help you consider potential impacts. We have used the Index of Multiple Deprivation from the Indices of Deprivation 2015 published by the Department of Communities and Local Government.

Legend for diagrams of level of deprivation:



Number of Patients Registered

We are providing three statistics for the number of patients registered to help you consider the list size.

APMS practices were located in areas that appeared to have a shortage of GPs for the population, so they were given a rough estimation of how many patients were expected to be registered with them by the end of 2013/14.

We have given you the number of patients registered by Q1 of year 2015 - 2016 and the number of registered patients at Q1 of year 2016 – 2017. Figures from 1st April. We have then worked out the percentage increase or decrease to give an indication of list growth trends.

We have also provided the Age profile of the patients registered at the APMS practices, as supplementary information in the table on page 27. This data is from Q1 of year 2016 – 2017.

Type of Building

This has been included to help you understand the quality of the facilities being used.

New Houses to be built in the Area

Wigan Council has provided us with the number of housing developments under construction or with planning permission within 1 mile of the APMS sites. We have not included those with current/pending application and with no planning permission.

Estates Lease Terms

We have given information on the estates lease and where information was available to us from NHS England how long the lease is for.

QOF Achievement

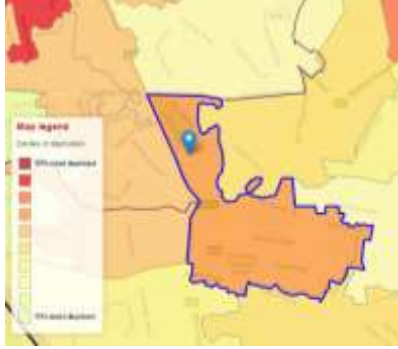
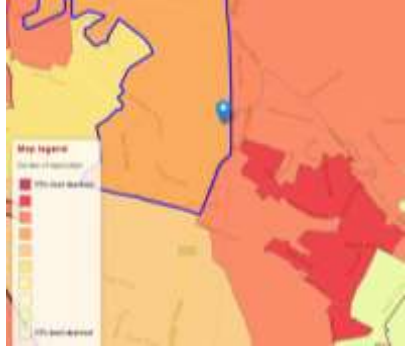
The Quality and Outcomes Framework (QOF) is a voluntary annual reward and incentive programme for all GP surgeries in England, to encourage practices to deliver high quality care across a range of areas. Practices achieve points for meeting each of the areas; we are showing what percentage of the total number of points available they achieved in 2014/15 (2015/16 data not yet available). The Wigan Borough Practice average was 96%.

Dr Alistair – 1 contract delivered at 2 sites Y02378

Ashton Clinic, Queen’s Road, Ashton-in-Makerfield

Kidglove House. Golborne Health Centre, Kidglove Road, Golborne

	Ashton Clinic	Kidglove House
Criteria 1 & 5: Accessibility: Disability, Location, Hours & Transport Links & Patient Choice		
Disability Access	Braille translation service Disabled parking Disabled WC Induction loop RNID typetalk Signing service available Wheelchair access Step free access	Disabled parking Disabled WC Wheelchair access Step free access
Practices in the Same Building	0	3
Practices within 1 Mile of the site	4 Dr Pal – P92630 Dr Pitalia – P92041 Medicentre – P92001 Dr Ashworth & Partners – P92034	5 Dr Anis & Anis – P92012 Dr Pal – P92630 Dr Shahbazi – P92639 Slag Lane Medical Centre - P92648 Braithwaite Road Surgery - P92002
Opening Hours of the site	8am-8pm Monday-Friday 8am-12pm Saturdays Closed on Sundays	8am-8pm Monday-Friday 8am-12pm Saturdays Closed on Sundays
Transport Links to the site (Bus stops)	Bus service runs from Wigan Bus Station to 300m of site every 30 minutes from 0530 until 1830 (M-F)	Bus service runs from Wigan Bus Station to 200m of site every 30 minutes from 0630 until 1830 (M-F)
Criteria 3: Levels of Deprivation		
Levels of Deprivation	Ashton Clinic is in an area which is amongst the 40% most deprived areas in the country. It is ranked 12,666th most deprived area out of 32,844 areas nationally.	Kidglove House is in an area which is amongst the 40% most deprived areas , but it is on the edge of significantly more deprived areas. It is ranked 11,468th most deprived area out of 32, 844 areas

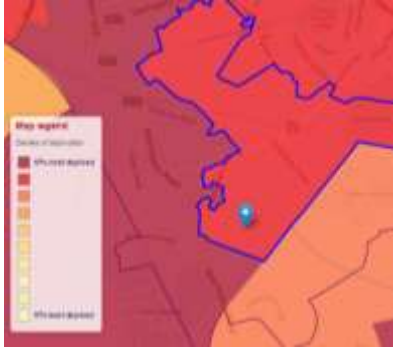
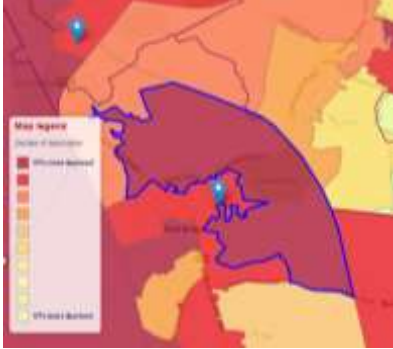
	Ashton Clinic	Kidglove House
		nationally. 
Criteria 2 & 4: Number of patients registered and list size growth trends		
Patients we Expected to be Registered by Q4 2013/14	5,427	2,673
List size at Q1 2015-16 (Taken on 1st April)	6025	
List size at Q1 2016-17 (Taken on 1st April)	6094	
Percentage Increase/Decrease	1% increase	
Age Profile (Q1 2016-17)	See Page 27	
Criteria 6: Quality of the Building		
Type of Building	Pre 2002 building – relocation to new facility at Ashton Town Hall planned.	Post 2002 purpose built LIFT building
Criteria 7: New Houses Planned		
New Houses by 2021 / 2021-2026 within 1 mile	109 /250	448 / 399
Criteria 8: Estates Lease Terms		
Estates Lease Terms	Building transferred to Bridgewater ownership in 2013 (freehold)	leases with Community Health Partnership
Other Information		
QOF Achievement* (Borough Average: 96%)	92% (Statistic only available at contract level)	

Intrahealth Ince & Platt Bridge – 1 contract delivered at 2 sites Y02274

Claire House, Lower Ince Health Centre, Pheonix Way, Wigan

Platt Bridge Health Centre, Rivington Avenue, Wigan

	Lower Ince	Platt Bridge
Criteria 1 & 5: Accessibility: Disability, Location, Hours & Transport Links & Patient Choice		
Disability Access	Disabled parking Disabled WC Induction loop Wheelchair access Step free access	Disabled parking Disabled WC Induction loop Wheelchair access Step free access
Practices in the Same Building	1	2
Practices within 1 Mile of the site	2 SSP Lower Ince – P92620 SSP Higher Ince – P92616	4 Dr Ahmad & Partners – P92006 Platt House Surgery – P92031 Dr Xavier – P92651 Hindley Health Centre – P92004
Opening Hours	8am-8pm Monday-Friday 8am-12pm Saturdays Closed on Sundays	8am-2pm Monday-Friday 8am-12pm Saturdays Closed on Sundays
Transport Links (bus stops)	Bus service runs from Wigan Bus Station to 200m of site every 30 minutes from 0730 until 1900 (M-F)	Bus service runs from Wigan Bus Station to 500m of site every 30 minutes from 0730 until 1900 (M-F)
Criteria 3: Levels of Deprivation		
Levels of Deprivation	Lower Ince is in an area which is amongst the 20% most deprived areas in the country and is on the edge of a more deprived area. It is ranked 3,841st most deprived area out of 32,844 areas nationally.	Platt Bridge is in and area which is amongst the 10% most deprived areas in the country. It is ranked 2,030th most deprived area out of 32,844 areas nationally.

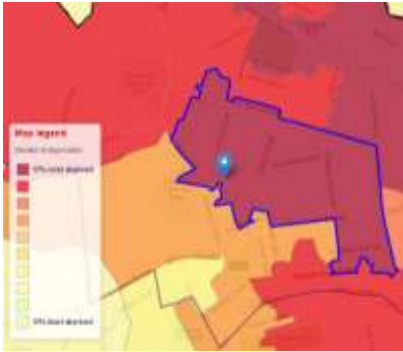
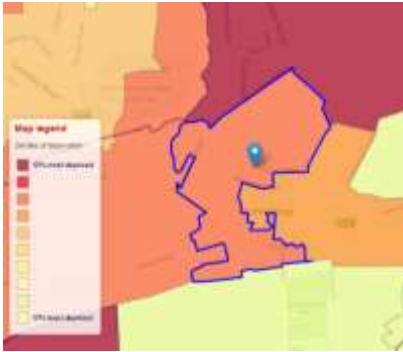
	Lower Ince	Platt Bridge
		
Criteria 2 & 4: Number of patients registered and list size growth trends		
Patients we Expected to be Registered by Q4 2013/14	2,548	2,352
List size at Q1 2015-16 (Taken on 1st April)	3382	
List size at Q1 2016-17 (Taken on 1st April)	3493	
Percentage Increase/Decrease	3% increase	
Age Profile (Q1 2016-17)	See Page 27	
Criteria 6: Quality of Building		
Type of Building	Post 2002 purpose built LIFT building.	Post 2002 purpose built LIFT building.
Criteria 7: New Houses Planned		
New Houses by 2021 / 2021-2026 within 1 mile of the practice	504 / 450	164 / 6
Criteria 8: Estates Lease Terms		
Estates Lease Terms	Leases with Community Health Partnership	Leases with Community Health Partnership
Other Information		
QOF Achievement* (Borough Average: 96%)	100% (Statistic only available at contract level)	

Intrahealth Atherton & Tyldesley – 1 contract delivered at 2 sites Y02321

Atherton Health Centre, Ormerod House, Nelson Street, Atherton,

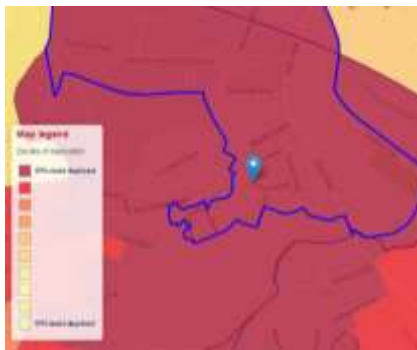
Tyldesley Health Centre, Poplar Street, Tyldesley

	Atherton	Tyldesley
Criteria 1 & 5: Accessibility: Disability, Location, Hours & Transport Links & Patient Choice		
Disability Access	Disabled parking Disabled WC Wheelchair access Step free access	Disabled parking Disabled WC Wheelchair access Step free access
Practices in the Same Building	3	0
Practices within 1 Mile	6 Dr Sharma & Ghosh – P92619 Dr Atrey – P92626 Dr Vasanth – P92635 Bee Fold Medical Centre – P92633 Dr KK Chan – P92042 Dr ART Thompson – P92652	3 Dr CP Khatri – P92033 Dr Shah, Elliot Street – P92028 Dr KK Chan – P92042
Opening Hours	8am-8pm Monday-Friday 8am-12pm Saturdays Closed on Sundays	8am-8pm Monday-Friday 8am-12pm Saturdays Closed on Sundays
Transport Links (bus stops)	Bus service runs from Leigh Bus Station to 500m of site every 10 minutes from 0635 until 1915 (M-F)	Bus service from Leigh Bus Station to 500m of site every 40 minutes from 0845 until 1745 (M-F)
Criteria 3: Levels of Deprivation		
Levels of Deprivation	Atherton is in an area which is amongst the 10% most deprived areas in the country and is on the edge of a more deprived area. It is ranked 1,309 st most deprived area out of 32,844 areas nationally.	Tyldesley is in an area which is amongst the 30% most deprived areas in the country but is near more deprived areas. It is ranked 7,617 th most deprived area out of 32,844 areas nationally.

	Atherton	Tyldesley
		
Criteria 2 & 4: Number of patients registered and list size growth trends		
Patients we Expected to be Registered by Q4 2013/14	2,592	2,808
List size at Q1 2015-16 (Taken on 1st April)	4558	
List size at Q1 2016-17 (Taken on 1st April)	4792	
Percentage Increase/Decrease	5% increase	
Age Profile (Q1 2016-17)	See Page 27	
Criteria 6: Quality of the Building		
Type of Building	Post 2002 purpose built LIFT building.	Pre 2002 health centre.
Criteria 7: New Houses Planned		
New Houses by 2021 / 2021-2026 within 1 mile of the practice	431 / 123	10 / 0
Criteria 8: Estates Lease Terms		
Estates Lease Terms	leases with Community Health Partnership	Building transferred to Bridgewater ownership in 2013 (freehold)
Additional Information		
QOF Achievement* (Borough Average: 96%)	98% (Statistic only available at contract level)	

Intrahealth Marsh Green Y02885

Intrahealth Marsh Green, Harrow Road, Marsh Green, Wigan

Marsh Green	
Criteria 1 & 5: Accessibility: Disability, Location, Hours & Transport Links & Patient Choice	
Disability Access	<p>Disabled parking Disabled WC Induction loop Wheelchair access Step free access</p>
Practices in the Same Building	0
Practices within 1 Mile	<p>3</p> <p>Pemberton Surgery – P92019 Newtown Medical Centre – P92021 Dicconson Group Practice – P92003</p>
Opening Hours	<p>8am-8pm Monday-Friday 8am-12pm Saturdays Closed on Sundays</p>
Transport Links (bus stops)	<p>Bus service runs from Wigan Bus Station to 100m of site every 12 minutes 0610 until 1818 (M-F)</p>
Criteria 3: Levels of Deprivation	
Levels of Deprivation	<p>Marsh Green is in an area which is amongst the 10% most deprived areas in the country. It is ranked 831st most deprived area out of 32,844 areas nationally.</p> 

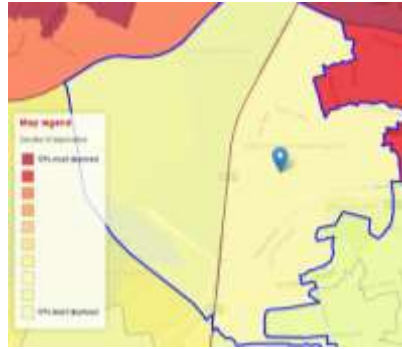
Criteria 2 & 4: Number of patients registered and list size growth trends	
Patients we Expected to be Registered by Q4 2013/14	6,000
List size at Q1 2015-16 (Taken on 1st April)	2571
List size at Q1 2016-17 (Taken on 1st April)	2738
Percentage Increase/Decrease	6% increase
Age Profile (Q1 2016-17)	See Page 27
Criteria 6: Quality of the Building	
Type of Building	Pre 2002 health centre.
Criteria 7: New Houses Planned	
New Houses by 2021 / 2021-2026 within 1 mile of the practice	209 / 0
Criteria 8: Estates Lease Terms	
Estates Lease Terms	Building transferred to Bridgewater ownership in 2013 (freehold)
Other Information	
QOF Achievement* (Borough Average: 96%)	95%

Intrahealth Leigh Sports Village & Family Practice – 2 contracts delivered at the same site with 1 reception Y02887 and Y02886

Leigh Sports Village, Stadium Way, Leigh

LSV Family Practice, Leigh Sport Village, Stadium Way, Leigh

	Leigh Sports Village Y02887	LSV Family Practice Y02886
Criteria 1 & 5: Accessibility: Disability, Location, Hours & Transport Links & Patient Choice		
Disability Access	Disabled parking Braille translation service Disabled WC Induction loop Wheelchair access Step free access	
Practices in the Same Building	1	
Practices within 1 Mile	8 Leigh Sports Village other (co-located) *APMS practice* Foxleigh Family Surgery – P92602 Premier Health – P92621 Dr Gupta – Y00050 Integral Bridgewater *APMS practice* Dr Spielmann & Partners – P92007 Dr Das & Partner – P92643 Brookmill Medical Centre – P92023	
Opening Hours	8am-8pm Monday-Friday 8am-12pm Saturdays Closed on Sundays	
Transport Links (bus stops)	Bus service runs directly from Leigh Bus Station to Leigh Sports Village every 30 minutes from 0817 until 1757 (M-F)	
Criteria 3: Levels of Deprivation		
Levels of Deprivation	Leigh Sports Village is in an area which is amongst the 30% least deprived areas in the country, but it is on the edge of more deprived areas. It is ranked 23,806 th most deprived area out of 32,844 areas nationally.	

Leigh Sports Village Y02887
LSV Family Practice Y02886

Criteria 2 & 4: Number of patients registered and list size growth trends

Patients we Expected to be Registered by Q4 2013/14	4,500	4,500
List size at Q1 2015-16 (Taken on 1st April)	1808	1672
List size at Q1 2016-17 (Taken on 1st April)	1838	1773
Percentage Increase/Decrease	2%	6%
Age Profile (Q1 2016-17)	See Page 27	
Criteria 6: Quality of the Building		
Type of Building	Post 2002 build within the stadium	
Criteria 7: New Houses Planned		
New Houses by 2021 / 2021-2026 within 1 mile of the practice	746 / 115	
Criteria 8: Estates Lease Terms		
Estates Lease Terms	Leigh Sports Village Company for Wigan Council	
Other Information		
QOF Achievement* (Borough Average: 96%)	90%	95%

Integral Leigh Family Practice – 1 contract delivered at 3 sites Y02322

Bridgewater Medical Centre, Henry Street, Leigh




Higher Folds, The Centre, Richmond Drive, Higher Folds, Leigh

Wigan Road, Leigh

	Bridgewater Medical Centre	Higher Folds	Wigan Road
Criteria 1 & 5: Accessibility: Disability, Location, Hours & Transport Links & Patient Choice			
Disability Access	Disabled parking Disabled WC Wheelchair access Step free access	Disabled WC Wheelchair access	Disabled parking Disabled WC Wheelchair access Step free access
Practices in the Same Building	3	0	0
Practices within 1 Mile	12 Foxleigh Family Surgery – P92602 Premier Health – P92621 Dr Gupta – Y00050 Dr Spielmann & Partners – P92007 Brookmill Medical Centre – P92023 Dr Das & Partner – P92643 Dr Maung – P92623 Grasmere Surgery – P92607 Dr Esa – P92615 Lilford Park – P92035 Intrahealth Leigh Sports Village and Family Practice *APMS*	2 Dr Shah, Elliot Street – P92028 Dr CP Khatri – P92033	2 Dr Trivedi – P92029 Hindley Health Centre (Branch site with limited opening) – P92004

	Bridgewater Medical Centre	Higher Folds	Wigan Road
Opening Hours	8am-8pm Monday-Friday 8am-12pm Saturdays Closed on Sundays	8am-8pm Monday-Friday 8am-12pm Saturdays Closed on Sundays	8am-8pm Monday-Friday Closed Saturday – Sunday
Transport Links (bus stops)	Bus service runs from Leigh Bus Station to 300m of site every hour from 0930 until 1730 (M-F)	Bus service runs from Leigh Bus Station to 100m of site every 12 minutes from 0724 until 1850 (M-F)	Bus service runs from Leigh Bus Station to 200m of site every 12 minutes from 0724 until 1850 (M-F)

Criteria 3: Levels of Deprivation

Levels of Deprivation	<p>Leigh is in an area which is amongst the 40% most deprived areas in the country and is on the edge of a more deprived area. It is ranked 10,483rd most deprived area out of 32,844 areas nationally.</p> 	<p>Higher Folds is in and area which is amongst the 10% most deprived areas in the country. It is ranked 818th most deprived area out of 32,844 areas nationally.</p> 	<p>Wigan Road is in and area which is amongst the 20% most deprived areas in the country and is near more deprived areas. It is ranked 4,737th most deprived area out of 32,844 areas nationally.</p> 
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Criteria 4: Number of patients registered and list size growth trends

Patients we Expected to be Registered by Q4 2013/14	3,480	2,680	5,040
List size at Q1 2015-16 (Taken on 1st April)	7880		
List size at Q1 2016-17 (Taken on 1st April)	8207		
Percentage Increase/Decrease	4% increase		

	Bridgewater Medical Centre	Higher Folds	Wigan Road
Age Profile (Q1 2016-17)	See Page 27		
Criteria 6: Quality of the Building			
Type of Building	Post 2002 purpose built NHS Property building.	Retail conversion.	Post 2002 build.
Criteria 7: New Houses Planned			
New Houses by 2021 / 2021-2026 within 1 mile of the practice	412 / 85	306 / 130	243 / 584
Criteria 8: Estates Lease Terms			
Estates Lease Terms	NHS Property Services	Private Landlord (Wigan Borough Council) Annual effective from 24.6.2008	Private Landlord (Luminar Healthcare Estates Ltd).20 years from 24 th September 2013
Other Information			
QOF Achievement* (Borough Average: 96%)	95% (Statistic only available at contract level)		

**Age Profiles of Registered List
Data from Q1 2016-17**



Wigan Borough

Clinical Commissioning Group

	Age 0-4	Age 5-9	Age 10- 14	Age 15- 19	Age 20- 24	Age 25- 29	Age 30- 34	Age 35- 39	Age 40- 44	Age 45- 49	Age 50- 54	Age 55- 59	Age 60- 64	Age 65- 69	Age 70- 74	Age 75- 79	Age 80- 84	Age 85- 89	Age 90- 94	Age 95+	Total
Dr Alistair X 2 sites Y02378	405	372	354	331	335	390	376	403	411	494	442	383	322	346	299	217	140	46	24	4	6094
Intraheal th Ince & Platt Bridge X 2 sites Y02274	365	366	215	196	246	335	370	301	231	245	174	160	101	72	63	25	15	5	5	3	3493
Intraheal th Atherton & Tyldesle y X 2 sites Y02321	435	410	271	212	264	383	471	331	335	321	289	246	219	211	160	101	66	45	14	8	4792
Intraheal th Marsh Green Y02885	298	275	186	151	205	295	285	195	171	176	156	95	82	57	39	33	20	13	5	1	2738
Intraheal th LSV	177	119	92	92	107	154	198	176	178	144	122	86	71	58	30	19	5	7	3	0	1838

Y02887																					
Intraheal th Family Practice Y02886	119	120	78	89	99	120	133	118	141	149	136	112	87	100	70	61	23	9	8	1	1773
Integral Leigh Family Practice X 3 sites Y02322	605	595	460	421	479	659	685	496	491	613	586	488	409	438	296	211	131	92	40	12	8207

Practices within 1 mile of an APMS Site – Relating to Criteria 2

Practice within 1 mile	Which APMS site?	Overall CQC inspection	QOF %	HNA return data				Accessibility/ Disability	Bus stops	Opening Hours
				Changes in workforce – that will decrease capacity?	Willingness/Ability to grow list size?	Any Significant changes?	Other Info?			
Dr Pitalia & Partners (main and branch site) P92041	Dr Alistair - Ashton	Good	97	No	Yes	No		Disabled parking Disabled WC Wheelchair access Step free access	Bus service runs from Wigan or Leigh Bus Station to 100m of site every 12 minutes from 0650 until 1830 (M-F)	Mon: 0800 - 1830 Tues: 0800 - 1830 Wed: 0800 - 2000 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Ashton Medicentre - P92001	Dr Alistair - Ashton	Awaited	98					Disabled WC Wheelchair access Step free access	Bus service runs from Wigan or Leigh Bus Station to 300m of site every 12 minutes from 0650 until 1830 (M-F)	Mon: 0800 - 1830 Tues: 0800 - 1830 Wed: 0800 - 1300 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Dr Ashworth & Partners – P92034	Dr Alistair - Ashton	Good	98	Yes	No	No		Disabled parking Disabled WC Induction loop Wheelchair access Step free	Bus service runs from Wigan or Leigh Bus Station to 100m of site every 12 minutes from 0650 until 1830 (M-F)	Mon: 0800 - 1830 Tues: 0800 - 1830 Wed: 0800 - 1300 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED

								access		
Dr Pal – P92630	Dr Alistair – Ashton Dr Alistair - Golborne	Good	94	No	Yes	No	DES & LCSs	Disabled parking Disabled WC Wheelchair access Step free access	Bus service runs from Wigan or Leigh Bus Station to 200m of site every 12 minutes from 0650 until 1830 (M-F)	Mon: 0830 - 1830 Tues: 0830 - 1930 Wed: 0800 - 1300 Thur: 0830 - 2000 Fri: 0830 - 1830 Sat: CLOSED Sun: CLOSED
Dr Anis & Anis – P92012	Dr Alistair - Golborne	Good	93	No	Yes	No		Disabled parking Disabled WC Wheelchair access Step free access	Bus service runs directly from Leigh Bus Station to 200m of site every 12 minutes from 0643 until 1855 (M-F)	Mon: 0815 - 1930 Tues: 0815 - 1800 Wed: 0815 - 1500 Thur: 0800 - 1800 Fri: 0800 - 1800 Sat: 0900 - 1200 Sun: CLOSED
Dr Shahbazi – P92639	Dr Alistair - Golborne	Good	100	No	Yes	No		Disabled parking Disabled WC Induction loop Wheelchair access Step free access	Bus service runs from Wigan Bus Station to 200m of site every 30 minutes from 0630 until 1830 (M-F)	Mon: 0800 - 1830 Tues: 0800 - 1830 Wed: 0800 - 1300 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Slag Lane Medical Centre - P92648	Dr Alistair - Golborne	Good	95	Yes	Yes	Yes – estates plans.	Need to secure increas e in rent reimb ursem ent . Teachi	Disabled WC Induction loop Wheelchair access Step free access	Bus service runs from Wigan or Leigh Bus Station to 500m of site every 12 minutes from 0650 until 1830 (M-F)	Mon: 0800 - 1830 Tues: 0800 - 1830 Wed: 0800 - 1300 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED

							ng practice			
Braithwaite Road Surgery - P92002	Dr Alistair - Golborne	Awaite d	97	No	Yes	No		Disabled parking Disabled WC Wheelchair access Step free access	Bus service runs from Wigan or Leigh Bus Station to 800m of site every 12 minutes from 0650 until 1830 (M-F)	Mon: 0800 - 2000 Tues: 0800 - 2000 Wed: 0800 - 1830 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Lower Ince Surgery (SSP) - P92620	Intrahealth Ince	Good	99	No	Yes	No		Disabled parking Disabled WC Induction loop Wheelchair access Step free access	Bus service runs from Wigan Bus Station to 200m of site every 30 minutes from 0730 until 1900 (M-F)	Mon: 0800 - 1830 Tues: 0700 - 1830 Wed: 0700 - 1830 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
The Ince Surgery (SSP) – Higher Ince – P92616	Intrahealth Ince	Awaite d	99	No	Yes	No		Disabled parking Disabled WC Wheelchair access Step free access	Bus service runs from Wigan or Leigh Bus Station to 200m of site every 12 minutes from 0650 until 1830 (M-F)	Mon: 0730 - 1830 Tues: 0800 - 1830 Wed: 0800 - 1300 Thur: 0700 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Dr Ahmad & Partners - P92006	Intrahealth Platt Bridge	Good	97	No	Yes	No		Disabled parking Disabled WC Wheelchair access Step free access	Bus service runs from Wigan Station to 200m of site every 12 minutes from 0625 until 1906 (M-F)	Mon: 0830 - 1800 Tues: 0830 - 1800 Wed: 0830 - 1800 Thur: 0830 - 2015 Fri: 0830 - 1800 Sat: CLOSED Sun: CLOSED
Platt House	Intrahealth Platt	Require	94	Yes	Yes	No		Disabled	Bus service runs	Mon: 0800 - 1830

Surgery - P92031	Bridge	s Improv ement						parking Disabled WC Wheelchair access Step free access	from Wigan Bus Station to 500m of site every 30 minutes from 0730 until 1900 (M-F)	Tues: 0800 - 1830 Wed: 0800 - 1830 Thur: 0800 - 1930 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Dr Xavier - P92651	Intrahealth Platt Bridge	Awaite d	99	No	Yes	No		Disabled WC Wheelchair access Step free access	Bus service runs from Wigan Station to 200m of site every 12 minutes from 0625 until 1906 (M- F)	Mon: 0830 - 1800 Tues: 0830 - 1800 Wed: 0800 - 1300 Thur: 0830 - 1800 Fri: 0830 - 1800 Sat: CLOSED Sun: CLOSED
Hindley Health Centre - P92004	Intrahealth Platt Bridge Branch site near Integral – Wigan Road	Good	95	No	Yes	No		Disabled WC Wheelchair access Step free access	Bus service runs from Wigan Bus Station to 300m of site every 15 minutes from 0715 until 1730 (M-F)	Mon: 0800 - 1830 Tues: 0800 - 1830 Wed: 0800 - 1830 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Dr ART Thompson (7 Brooks) - P92652	Intrahealth Atherton	Good	94					Disabled WC Wheelchair access Step free access	Bus service runs directly from Leigh Bus Station to 100m of site every 10 minutes from 0635 until 1915 (M-F)	Mon: 0800 - 1830 Tues: 0800 - 1830 Wed: 0800 - 2000 Thur: 0800 - 2000 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Dr Sharma & Ghosh - P92619	Intrahealth Atherton	Good	96					Disabled parking Disabled WC Wheelchair access	Bus service runs from Leigh Bus Station to 500m of site every 10 minutes from 0635	Mon: 0800 - 1930 Tues: 0800 - 1830 Wed: 0800 - 1300 Thur: 0800 - 1830 Fri: 0800 - 1830

								Step free access	until 1915 (M-F)	Sat: CLOSED Sun: CLOSED
Dr Atrey - P92626	Intrahealth Atherton	Good	99	No	Yes	No	Want to expand skills and capacity	Disabled parking Disabled WC Wheelchair access Step free access	Bus service runs from Leigh Bus Station to 500m of site every 10 minutes from 0635 until 1915 (M-F)	Mon: 0830 - 1830 Tues: 0830 - 1830 Wed: 0830 - 1330 Thur: 0830 - 2000 Fri: 0830 - 1830 Sat: CLOSED Sun: CLOSED
Dr Vasanth - P92635	Intrahealth Atherton	Good	93	No	Not known	Yes – LIFT & Nurse Prescriber	Salaried GP	Disabled parking Disabled WC Wheelchair access Step free access	Bus service runs from Leigh Bus Station to 500m of site every 10 minutes from 0635 until 1915 (M-F)	Mon: 0830 - 1830 Tues: 0830 - 1830 Wed: 0730 - 1330 Thur: 0830 - 1830 Fri: 0830 - 1830 Sat: CLOSED Sun: CLOSED
Bee Fold Medical Centre - P92633	Intrahealth Atherton	Good	78	No	Yes	No	No	Disabled parking Disabled WC Induction loop Wheelchair access Step free access	Bus service runs directly from Leigh Bus Station to 100m of site every 10 minutes from 0635 until 1915 (M-F)	Mon: 0830 - 1830 Tues: 0830 - 1830 Wed: 0830 - 1330 Thur: 0830 - 1830 Fri: 0830 - 1830 Sat: CLOSED Sun: CLOSED
Dr KK Chan - P92042	Intrahealth Tyldesley Intrahealth Atherton	Good	96	No	Yes	Yes	DES & LCSs	Disabled WC Wheelchair access Step free access	Bus service runs directly from Leigh Bus Station to 100m of site every 10 minutes from 0635 until 1915 (M-F)	Mon: 0800 - 1830 Tues: 0800 - 2000 Wed: 0700 - 1800 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Dr STH	Intrahealth	Good	97	No	Yes	No	Willing	Disabled	Bus service runs	Mon: 0830 - 1830

Shah – Elliot Street - P92028	Tyldesley Integral – Higher Folds			(increase)			to expand	parking Disabled WC Induction loop Wheelchair access Step free access	from Leigh Bus Station to 200m of site every 12 minutes from 0638 until 1851 (M-F)	Tues: 0830 - 1830 Wed: 0830 - 1300 Thur: 0830 - 1830 Fri: 0830 - 1830 Sat: CLOSED Sun: CLOSED
Dr CP Khatri - P92033	Intrahealth Tyldesley Integral – Higher Folds	Requires Improvement	98	No	No	No		Disabled parking Disabled WC Induction loop Wheelchair access Step free access	Bus service runs from Leigh Bus Station to 100m of site hourly from 0815 until 1724 (M-F)	Mon: 0800 - 2030 Tues: 0800 - 1830 Wed: 0800 - 1300 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Pemberton Surgery - P92019	Intrahealth Marsh Green	Good	99					Disabled parking Disabled WC Wheelchair access Step free access	Bus service runs directly from Wigan Bus Station to 500m of site every 12 minutes from 0630 until 1925 (M-F)	Mon: 0830 - 1800 Tues: 0830 - 1800 Wed: 0830 - 1300 Thur: 0830 - 1800 Fri: 0830 - 1800 Sat: CLOSED Sun: CLOSED
Newtown Medical Centre - P92021	Intrahealth Marsh Green	Good	93					Disabled parking Disabled WC Wheelchair access Step free access Induction loop	Bus service runs directly from Wigan Bus Station to 500m of site every 12 minutes from 0630 until 1925 (M-F)	Mon: 0800 - 1830 Tues: 0800 - 1830 Wed: 0800 - 1300 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Dicconson Group	Intrahealth Marsh Green	Good	100					Disabled parking	Bus service runs directly from Wigan	Mon: 0700 - 1830 Tues: 0700 - 1830

Practice - P92003								Disabled WC Wheelchair access Step free access Induction loop	Bus Station to 200m of site every 12 minutes from 0600 until 1800 (M-F)	Wed: 0800 - 1300 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Foxleigh Family Surgery - P92602	Intrahealth Leigh Sports Village Intrahealth Leigh Sports Family Practice Integral Family Practice – Bridgewater site	Good	93	No	Yes	No		Disabled parking Disabled WC Induction loop Wheelchair access Step free access	Bus service runs directly from Leigh Bus Station to 200m of site every 6 minutes from 0710 until 1837 (M-F)	Mon: 0800 - 1830 Tues: 0800 - 2000 Wed: 0800 - 1700 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Premier Health - P92621	Intrahealth Leigh Sports Village Intrahealth Leigh Sports Family Practice Integral Family Practice – Bridgewater site	Awaited	98	No	Yes – by 2000	No	Would like to become training practice	Disabled WC Wheelchair access Step free access	Bus service runs directly from Leigh Bus Station to 300m of site every hourly from 0930 until 1730 (M-F)	Mon: 0800 - 1830 Tues: 0800 - 1830 Wed: 0800 - 1700 Thur: 0800 - 2000 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Dr Gupta - Y00050	Intrahealth Leigh Sports	Good	99	Yes	Yes	No	No	Disabled parking	Bus service runs from Leigh Bus	Mon: 0800 - 2000 Tues: 0800 - 1830

	Village Intrahealth Leigh Sports Family Practice Integral Family Practice – Bridgewater site							Disabled WC Induction loop Wheelchair access Step free access	Station to 300m of site every hour from 0930 until 1730 (M- F)	Wed: 0800 - 1830 Thur: 0800 - 1830 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Dr Spielmann & Partners (Old Henry Street) - P92007	Intrahealth Leigh Sports Village Intrahealth Leigh Sports Family Practice Integral Family Practice – Bridgewater site	Good	96	Yes	Yes	No		Disabled WC Wheelchair access	The site is a 600m walk from Leigh Bus Station, there is also a bus stop within 200m with a service direct from Leigh Bus Station	Mon: 0800 - 1830 Tues: 0800 - 1830 Wed: 0800 - 1300 Thur: 0800 - 2000 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED
Dr Das & Partner - P92643	Intrahealth Leigh Sports Village Intrahealth Leigh Sports Family Practice Integral Family Practice –	Inadequate	95	Yes	No	Yes		Disabled parking Disabled WC	The site is a 600m walk from Leigh Bus Station, there is also a bus stop within 300m with a service direct from Leigh Bus Station	Mon: 0800 - 1830 Tues: 0800 - 1830 Wed: 0800 - 1300 Thur: 0800 - 1930 Fri: 0800 - 1830 Sat: CLOSED Sun: CLOSED

	Bridgewater site									
Brookmill Medical Centre - P92023	Intrahealth Leigh Sports Village Intrahealth Leigh Sports Family Practice Integral Family Practice – Bridgewater site	Good	99	No	Yes	No	No	Disabled parking Disabled WC Wheelchair access Step free access	Bus service runs directly from Leigh Bus Station to 200m of site every 12 minutes from 0723 until 1920 (M-F)	Mon: 0830 - 1800 Tues: 0830 - 1930 Wed: 0830 - 1800 Thur: 0700 - 1800 Fri: 0830 - 1800 Sat: CLOSED Sun: CLOSED
Dr Trivedi - P92029	Integral – Wigan Road	Good	99	No	Yes	Yes – Increase clinical rooms	Willingness to grow	Disabled parking Disabled WC Induction loop Wheelchair access Step free access	Bus service runs directly from Leigh Bus Station to 100m of site every 12 minutes from 0723 until 1920 (M-F)	Mon: 0800 - 1830 Tues: 0800 - 1830 Wed: 0800 - 1300 Thur: 0800 - 1830 Fri: 0800 - 1700 Sat: CLOSED Sun: CLOSED
Dr Maung - P92623	Integral Family Practice – Bridgewater site	Good	89	Yes	Yes	No		Disabled parking Disabled WC Induction loop Signing service available Wheelchair access Step free access	Bus service runs directly from Leigh Bus Station to 100m of site every 30 minutes from 0750 until 1735 (M-F)	Mon: 0830 - 1830 Tues: 0830 - 1830 Wed: 0830 - 1700 Thur: 0830 - 1830 Fri: 0830 - 1830 Sat: CLOSED Sun: CLOSED
Grasmere	Integral	Awaite	86%	Yes	No	No		Disabled	Bus service runs	Mon: 0830 - 1830

Surgery - P92607	Family Practice – Bridgewater site	d						parking Disabled WC Wheelchair access Step free access	directly from Leigh Bus Station to 100m of site every 30 minutes from 0750 until 1735 (M-F)	Tues: 0830 - 1830 Wed: 0830 - 1700 Thur: 0830 - 1830 Fri: 0830 - 1830 Sat: CLOSED Sun: CLOSED
Dr Esa - P92615	Integral Family Practice – Bridgewater site	Good	88	No	Yes	No		Disabled parking Disabled WC Wheelchair access Step free access	Bus service runs directly from Leigh Bus Station to 100m of site every 30 minutes from 0750 until 1735 (M-F)	Mon: 0830 - 1830 Tues: 0830 - 1830 Wed: 0830 - 1700 Thur: 0830 - 1830 Fri: 0830 - 1830 Sat: CLOSED Sun: CLOSED
Lilford Park - P92035	Integral Family Practice – Bridgewater site	Awaited	99	No	Yes	Yes – expanding role of ANP	DES & LCSs. Keen to expand .	Disabled parking Disabled WC Induction loop Signing service available Wheelchair access Step free access	Bus service runs directly from Leigh Bus Station to 600m of site every 10 minutes from 0635 until 1915 (M-F)	Mon: 0830 - 1800 Tues: 0830 - 2000 Wed: 0830 - 1700 Thur: 0830 - 1800 Fri: 0830 - 1800 Sat: CLOSED Sun: CLOSED

Equality Impact Assessment – Draft

	The Groups Engaged With on GP Practice Reform	
Gender	All Groups, Patient Forum	
Religion/Belief	Citizen’s Advice Bureau (CAB), SWAP	
Age	Age UK, Byou+, Ashton YMCA, Patient Forum, Embrace Wigan and Leigh, Healthwatch Wigan Think Ahead Community Stroke Group, Wigan and Leigh Carers Centre	
Disability	Embrace Wigan and Leigh, Think Ahead Community Stroke Group, Patient Forum, Autistic Wigan, CAB, Healthwatch Wigan, Wigan Inclusion and Independent Living	
Ethnicity/Race	SWAP	
Sexual Orientation	Byou+, LGBTQ Foundation	
Carers	Wigan and Leigh Carers CentreWigan and Leigh Hospice, CAB, Healthwatch Wigan, Think Ahead Community Stroke Group	
Deprivation	Innovate and Inspire, Wigan Inclusion and Independent Living, CAB, Embrace Wigan and Leigh, The Brick, YMCA, Abram Ward Community Co-operative,	
Pregnancy & Maternity		No engagement to date
Gender Reassignment	Age Uk, Byou+, LGBTQ Foundation	
Marriage & Civil Partnership	CAB	No engagement to date
Veterans	CAB, Walking with the Wounded,	More engagement needed

Will this have positive or negative impact		
	<i>POSITIVE</i>	<i>NEGATIVE</i>
Gender	Consultants available in practice is seen as a positive for all groups.	
Religion & Beliefs	Consultants available in practice is seen as a positive for all groups.	<p>If change in service affects staff availability, need to be aware that some religion/cultures females cannot interact with male health and social care staff, e.g. Muslim females cannot see male doctors.</p> <p>More time required with GP's on first visit for registration and initial checks.</p>
Age	<p>Phone and video consultation seen as positive for younger people.</p> <p>Consultants available in practice is seen as a positive for all ages.</p>	<p>Potential ageism with gps older people with mental health issues for example may not get the best advice and issues may be put down to age.</p> <p>Older people sometimes feel like a burden.</p> <p>Attending the gps and getting comments like oh it's you again when they have multiple conditions and need to see the GP more so sometimes stops people attending.</p> <p>More money and investment needed to improve end of life care.</p> <p>District nurse and GP availability is very poor for end of life care.</p> <p>Staff very hard to get hold of and not enough GPs for night visits if patients wish to die at home sometimes they need to ring 999 rather that dying at home.</p> <p>Receptionist can be a barrier.</p>

		<p>Phone and video consultation seen as negative for older people. There is confusion over the role of named GPs for older patients this needs clearly explain as they think they have to see the same GP all the time.</p> <p>Concern's that older patients will face a negative impact if the refuse any appointment at other GP practices there needs to be no negative impacts for them if they cannot get there.</p>
<p>Disability</p>	<p>A consultant available in practice is seen as a positive for all groups.</p> <p>Seven day access.</p> <p>Mental health and long term conditions patients are frustrated of sharing their story over again it can be painful and regressive for them. Share to care is a good system.</p>	<p>Concern's that patients will face a negative impact if the refuse any appointment at other GP practices there needs to be no negative impacts for them if they cannot get there.</p> <p>Phone and video consultation seen as a negative for some disabilities.</p> <p>Flags needed on system to show service user's needs.</p> <p>People will have an issue going to different GP's due to trust issues especially people with mental health conditions and learning disabilities.</p> <p>Accessibility of information in GP practices is a problem including notice boards and the huge number of posters.</p> <p>People with visual or sensory impairment have issues accessing deferent premises and need the familiarity of the place they have learned to navigate.</p> <p>Accessibility of services for people with Autism / LD. Standard appointment time, i.e. 10-15 minutes is an issue. Too short, may result in repeat attendances or need to use an advocate which takes away independence.</p> <p>All information must be accessible (feedback from Autism group crosses all services).</p>

Ethnicity/Race	A consultant available in practice is seen as a positive for all groups.	Language barriers more work needed.
Sexual Orientation	A consultant available in practice is seen as a positive for all groups.	Better GP educations as GPs don't have enough information. There is a wide variation of service from GP's in the borough some are really good and some are not. Variation in same practice due to better service from some GP's.
Carers	A consultant available in practice is seen as a positive for all groups. Increasing accessibility of GP service is great as it can be difficult for carers. If a carer has to wait 2 weeks to see a GP this can potentially impact on the person they are caring for.	Concern's that patients will face a negative impact if the refuse any appointment at other GP practices there needs to be no negative impacts for them if they cannot get there. Receptionists are a barrier. Some GPs are not working to the gold standard framework a carer should get seen straight away or as soon as possible when they attend for an appointment so it does not impact on their caring responsibility.
Deprivation	A consultant available in practice is seen as a positive for all groups. Community link workers are helpful for homeless but they can't refer into the service themselves and neither can a charity. Going through a GP adds barriers and slows the process down.	Concern's that patients will face a negative impact if the refuse any appointment at other GP practices there needs to be no negative impacts for them if they cannot get there. Traveling to other GPs may be expensive. Communication to homelessness from GPs is a problem they have no Phone, no home, no money and they can't get reminders and letters. There are concerns these solutions in the locality plan will make things worse for the homeless. Too few options available for the homeless.
Pregnancy and Maternity	A consultant available in practice is seen as a positive for all groups.	

Gender Reassignment	A consultant available in practice is seen as a positive for all groups.	Concern's that patients will face a negative impact if the refuse any appointment at other GP practices there needs to be no negative impacts for them if they cannot get there. There is a wide variation of service from GP's in the borough some are really good and some are not.
Marriage and civil partnership	A consultant available in practice is seen as a positive for all groups.	
Veterans	A consultant available in practice is seen as a positive for all groups.	Better information regarding veterans is not available with GPs

Annual GP Survey – 2016 summary results by contract

<https://gp-patient.co.uk/>

	National Average	Wigan Borough CCG Average	Dr Alistair – 1 Contract delivered at 2 sites	Intrahealth Ince & Platt Bridge – 1 contract delivered at 2 sites	Intrahealth Atherton & Tyldesley – 1 contract delivered at 2 sites	Intrahealth Marsh Green	Intrahealth Leigh Sports Village (*same location as Intrahealth Family Practice)	Intrahealth Family Practice (*same location as Intrahealth Leigh Sports Village)	Integral Leigh Family Practice – 1 contract delivered at 3 sites
% of patients who find it easy to get through to this surgery by phone	73%	78%	74%	80%	84%	92%	91%	84%	51%
% of patients who find the receptionists at this surgery helpful	87%	90%	89%	91%	91%	90%	84%	96%	85%
% of patients who usually get to see or speak to their preferred GP	59%	63%	39%	40%	39%	59%	This practice doesn't have enough data for this question	This practice doesn't have enough data for this question	43%

% of patients who were able to get an appointment to see or speak to someone the last time they tried	85%	85%	79%	80%	70%	78%	83%	83%	74%
% of patients who say the last appointment they got was convenient	92%	94%	89%	90%	89%	94%	95%	91%	85%
% of patients who describe their experience of making an appointment as good	73%	77%	65%	71%	72%	78%	78%	70%	57%
% of patients who usually wait 15 minutes or less after their appointment time to be seen	65%	66%	50%	84%	64%	62%	69%	73%	62%
% of patients who feel they don't normally have to wait too long to be seen	58%	62%	46%	75%	54%	62%	57%	53%	52%
% of patients who say the last GP they saw or spoke to was good at giving them enough time	87%	89%	79%	90%	78%	87%	86%	80%	86%

% of patients who say the last GP they saw or spoke to was good at listening to them	89%	90%	83%	95%	80%	89%	86%	79%	88%
% of patients who say the last GP they saw or spoke to was good at explaining tests and treatments	86%	87%	79%	89%	77%	84%	82%	80%	82%
% of patients who say the last GP they saw or spoke to was good at involving them in decisions about their care	82%	84%	73%	88%	77%	77%	75%	74%	83%
% of patients who say the last GP they saw or spoke to was good at treating them with care and concern	85%	86%	72%	89%	76%	82%	83%	75%	88%
% of patients who had confidence and trust in the last GP they saw or spoke to	95%	95%	94%	93%	88%	93%	91%	92%	95%
% of patients who say the last nurse they saw	92%	94%	93%	96%	89%	83%	93%	99%	93%

or spoke to was good at giving them enough time									
% of patients who say the last nurse they saw or spoke to was good at listening to them	91%	94%	94%	94%	87%	83%	93%	97%	91%
% of patients who say the last nurse they saw or spoke to was good at explaining tests and treatments	90%	93%	91%	93%	87%	84%	89%	94%	92%
% of patients who say the last nurse they saw or spoke to was good at involving them in decisions about their care	85%	89%	89%	91%	79%	82%	87%	86%	91%
% of patients who say the last nurse they saw or spoke to was good at treating them with care and concern	91%	93%	92%	95%	89%	81%	90%	94%	93%
% of patients who had confidence and trust in the last nurse they saw	97%	98%	100%	97%	95%	99%	94%	100%	99%

or spoke to									
% of patients who are satisfied with the surgery's opening hours	76%	81%	77%	84%	83%	93%	95%	86%	79%
% of patients who describe their overall experience of this surgery as good	85%	88%	76%	93%	87%	89%	86%	80%	80%
% of patients who would recommend this surgery to someone new to the area	78%	79%	62%	89%	73%	86%	78%	70%	67%