

Primary Care Contracting Committee – 18th October 2022

Responses to questions from members of the public

Question 1:

Agenda item 1.2, Declarations of Interest, pg.3

How do the public view the ICB Gifts and Hospitality Register?

Response

Any declarations of gifts and hospitality are recorded on a register which is reviewed by the Audit Committee and is published annually on our website, in accordance with our Conflicts of Interest Policy. This register is available here: <https://nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board/declarations-of-interest/>

Question 2:

Agenda items 1.3 – 1.4, Action log of PCCC meeting on 4 October 2022 and Matters arising, pg.9

As a result of verbal questions from the public towards the end of the meeting about the various inadequacies of the ICB website, particularly relating to the PCCC, the Chair felt that the comments should be referred to the ICB. Therefore, this should be noted in both 1.3 and 1.4

Response

Information on the Integrated Care Board's different meetings, meeting papers and a meeting schedule can be easily accessed from a dedicated link on our website homepage.

For ICB committee meetings held in public, our website also includes information on how members of the public can submit written questions and how they can attend.

We use our social media channels to share information on upcoming Primary Care Contracting Committee meetings both a month in advance and a week prior to the meeting in tandem with the publication of meeting papers. We capture questions submitted to the Committee and ensure any that are not answered at the meeting are responded to in writing.

Taking into account helpful feedback from members of the public on the importance of a clear and accessible website, we will keep this under review and consider how we might draw attention to items within the papers that may be of particular interest for example, the Quality & Performance report.

Question 3:

Agenda item 3.2, Quality and Performance Report, pg.131

How systematically & often do the PCCC discuss with PCNs/practices their Complaints Procedure(s) and complaints and also the functioning of their Patient Participation Group(s)?

Response

The Integrated Care Board will review and discuss with a practice their complaints procedure in response to a range of factors such as a patient complaint, a particularly high volume of complaints, following a Care Quality Commissioning inspection and in response to relevant GP Patient survey results.

As part of this process, we will also assess how the practice engages with their Patient Participation Group using relevant survey results to inform this, or if they carry out wider patient surveys to discuss any changes in the practice.

Question 4:

Question from Councillor Nurullah Turan, Islington

In July 2022 there was a BBC Panorama programme raising concerns about the Islington surgeries run and managed by Operose, evidencing amongst other things that patient safety is being compromised –; qualified GPs and nurses are being replaced with unqualified staff (Physician Associates).

In September 2022 the London Borough of Islington Policy and Performance Committee raised similar concerns, highlighting the fact that the main focus of the company is profits rather than patient care. Councillors who were former and current patients in the Mitchison Rd and Hanley Primary Care practices talked about their difficulties with the changes.

In light of these developments, as well as concerns voiced by members of the public and London Borough of Islington councillors, is the PCCC (hopefully) minded not to extend the contract?"

Response

Four Alternative Provider of Medical Services contracts in Enfield and Islington have recently come up for review. The contracts are held by Enfield Healthcare Alliance (Boundary Court Surgery and Chalfont Road Surgery) and AT Medics (Hanley Primary Care Centre and Mitchison Road Surgery) respectively.

The Panorama investigation was not about any practices in NCL. The practice the programme covered is also rated Inadequate by CQC.

PCCC is reviewing the outcome of performance and quality reviews and must make a decision based on evidence and with due regard to the legal framework, contractual framework and procurement regulations.

For the contracts held in Islington, the following has been recommended to the committee:

- Hanley Primary Care Centre – Option 3 - Put the contract out to procurement, this will require an extension of 9 months to ensure continuity of services while the procurement process is completed.
- Mitchison Road Surgery – Option 1 - Extend for one year or more with conditions.

Further information and detail on the grounds for these recommendations is shared under agenda item 2.2.

The ICB engaged registered patients (or family, friends and carers on behalf of a patient) and key local stakeholders so that their views could be incorporated into the recommendations.