



Primary Care First

Procuring General Medical Services In Salford

This consultation document provides a vision for improving health in the local community. It has been developed by Salford Primary Care Trust (PCT) and sets out a vision for the future delivery of services we currently provide.

The reasons for change are set out within the document, as are proposals for tendering some general practitioner (GP) services and selecting successful bids.

Salford PCT is inviting comments on these proposals via completion of the response form. We welcome comments from patients, members of the public and staff.

If you need this document in larger print or if you know someone who needs this document in Braille or on audio-cassette, please contact us **0161 212 4955**.

If you would like this document explained to you in another language, please contact The Salford Link Project on, **0161 787 8219**.

Jeśli potrzebne jest wytłumaczenie w Języku Polskim prosimy Skontaktować się z Salford Link Project pod numerem **0161 787 8219**

Na vysvětlení v češtině zavolejte, prosim, Salford Link Project na tel. č. **0161 787 8219**

Na vysvetlenie v slovenščině zavolajte, prosim, Salford Link Project na tel. č. **0161 787 8219**

اگر آپ کو اردو زبان میں وضاحت درکار ہے تو براے مہربانی سے سلفورڈ لنک پراجیکٹ سے اس ٹیلی فون نمبر پر رابطہ کریں۔
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Haddii aad doonaysid turjubaan Afka Soomaaliga fadlan la xidhiidh Salford Link Project 0161 787 8219

Pour obtenir une explication en français, veuillez Salford Link Project au numéro suivant: 0161 787 8219

Të gjitha letrat (PLAKATET) mund të ju spjegojm më Salford Link Project nese kontaktoni në: 0161 787 8219

بۆ پرووینکریهوه به زمانی کوردی تکایه په یوهندی بکه به پرژدهی سالفورد لینک هوه له سهر ژماره تله فونی ۰۱۶۱ ۷۸۷ ۸۲۱۹

如你需要廣東話的解釋，請聯絡修福特連系計劃，電話：787 8219。

0161 787 8219 للتوضيح باللغة العربية يرجى الاتصال بسالفورد لينك على الرقم

برای ترجمه به زبان فارسی لطفاً از طریق شماره تلفن ۰۱۶۱-۷۸۷۸۲۱۹ با مؤسسه Salford Link Project تماس بگیرید.

ਇਸ ਟੂ ਪੰਜਾਬੀ ਵਿਚ ਸਮਝਣ ਲਈ ਵਿਰਧਾ ਵਰਥੇ ਸੈਲਫਰਡ ਲਿੰਕ ਪ੍ਰਾਜੈਕਟ ਨਾਲ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ: 0161 787 8219

বাংলাতে যে কোনো ব্যাখ্যা লাভ করার জন্য সলফোর্ড লিংক প্রজেক্টে 787 8219 নম্বরে টেলিফোন করুন।

Consultation Document
Consultation period
26th February to 18th May 2007

1. What is Salford Primary Care Trust (PCT)?

Salford PCT is the organisation that receives funds from the government to pay for and organise health care services. It is managed by a Board of Directors, some of whom work for the PCT and some who are independently appointed. This board is accountable to the Secretary of State for health and to the public.

2. What services does the PCT deliver?

The PCT pays for all health services such as GP's, nurses, health visitors, midwives, physiotherapists and special nursing. In fact it pays for all the services or treatments received if in hospital. The PCT also arranges for dentistry and provides licences to pharmacists and opticians.

3. What does "procurement" mean?

Procurement means purchasing a service or a product in a way that is documented and open to scrutiny. The objective is to achieve the best service or product for the lowest cost. Good procurement does not require an organisation to accept the lowest cost. It can accept a higher cost but needs to justify why that is a better use of funds than the accepting a lower cost. This is what "value for money" means.

4. What is the vision for the future?

We wish to provide better services, which are as close to home as possible and where patients and public will have choice and a say in how and which services are run. We aim to help people stay healthy as well as provide treatment.

We are therefore asking the doctors and staff who already provide services in the GP practices listed below to set out how they propose to improve services. We have chosen these practices because they are currently managed by the PCT. We believe that better services can be delivered if the clinicians ran their own company, accountable to their patients and to the PCT for standards of health care and use of public funds.

5. Which practices are affected?

The GP practices affected by this particular procurement are:

- The Ganvir Practice, 169 Church Street, Eccles. M30 0LU.
- CHALK (Charlestown and Lower Kersal), 94 Littleton Road, Salford. M7 3SE.
- Hulton District Centre Site 1, Haysbrook Avenue, Little Hulton M28 0AY.
- Hulton District Centre Site 2, 81-85 Cleggs Lane, Little Hulton. M38 9WU.

These practices have been selected since they are currently managed by the PCT. Local and national evidence suggests that PCTs are not best placed to manage general practice delivery out in communities. Also, there is evidence that when those delivering the service are in charge of management, there is a greater work satisfaction, improved service to patients and better use of funds.

6. How will we achieve this vision?

We have set up a project team that includes membership from the PCTs Patient and Public (PPI) Forum.

A specification or set of service requirements has been created and we have issued that to the existing GPs and other staff currently working at those practices.

At this stage we are hoping that the existing medical and administrative staff will respond positively to the requirements and offer improved ways of working that will mean better services for patients. One of the ideas is that the doctors and staff will set up a new organisation, which is not-for-profit. This means that any surpluses would be put back into the organisation to improve services.

There will be an evaluation panel, which will include membership of the PPI Forum. This panel will assess how closely the proposal from the existing clinicians meets our requirements.

The panel will evaluate the proposal against the evaluation criteria, which are set out in the full document. We are asking for your views as to whether you think we have got this right.

We will be evaluating the response to each section of our specification to see how well it meets the following criteria:

Evaluation criteria

| Category | Explanation |
|------------------------|---|
| Requirements | This covers responses to the sections covering the services that will be delivered and how they will be managed. |
| Corporate contribution | Advancing teaching, learning and professional development, continuous improvement, reducing health inequalities, meeting PCT local and national health targets. |
| Governance | Meeting or exceeding all health and financial performance standards. |
| Patient Involvement | Involving patients in the managing their health, providing better information, involving patients in improving services. |

We are seeking your views on this section.

7. What are the new services that you propose?

The specification sets out some additional services as well as ways to improve existing services. This is a summary of what is in the specification.

Improvements on existing services:

- Salford Primary Care Trust guarantees that none of the medical services that are currently provided will be removed; they will remain as an absolute minimum. The providers may look at whether these services can be given in a better way, so over time there may be a few changes in how the services are delivered.
- The service provider will be asked to provide evidence of previous experience of providing high quality medical care and how they propose to look at continuously improving the quality of care.
- The service providers will be asked to look at ways of ensuring that different services are working together when providing care. This means primary care nurses, community nurses and health visitors, clinicians in the hospitals and professionals working for social care – ensuring the right person in the right team is delivering care at the time it is needed
- The service providers will work with other practices in the community to deliver Practice Based Commissioning, which means they will be able to decide with other practices where to buy treatment from and also to increase the amount of health care services in the local community.

New services:

- The PCT has used information obtained from national and local patient surveys that has shown that patients are keen to have health and social care closer to home. Therefore, the service provider will be asked how the following services identified by patients can be provided in the practice or in the local area; counselling, mental health services, complimentary therapies, podiatrists, dieticians and follow-up services for post-hospital treatment.
- The provider will be asked to concentrate efforts on looking after patients with long-term medical conditions that affect day-to-day life. Also to look at innovative ways that they can help keep conditions under control and reduce the need to have to go into hospital.
- The provider will be able to apply to undertake services such as minor-surgery procedures, joint injections and certain cutting procedures; contraceptive implants and enhanced services for patients that are suffering from drug misuse.
- The provider will be required to undertake work to identify, assess and manage patients that may have a higher risk of developing cardiovascular (heart related) disease.
- The provider will be required to work with the PCT, other local practices and the community to ensure involvement in activities promoting health and well-being.

Improved communication and involvement with patients

The provider will need to demonstrate how they will involve patients and public in the development of services and any proposed changes they will make and will include:

- Provision of accessible information to patients and public about services and choices available to them.

- Support and advocacy to help improve patient choice (eg translation and interpreter services if requested).
- Systems to monitor and improve the patient experience including patient satisfaction services and how the provider will act upon any areas identified for improvements.
- Development of a patient forum or patient representatives on the Management Team which will ensure patients views are heard when there are service changes or future developments that affect the public's health or well being.
- Developing knowledge of the local community and how to involve hard to reach groups such as black and ethnic minority communities, people with disabilities, older people and children.

We are seeking your views on this section.

8. What if the proposal does meet the evaluation criteria?

If the proposal from the existing staff does meet our requirements, then the contract will be awarded to them. If it doesn't, the PCT will go out to open tender and invite expressions of interest from local and national healthcare organisations.

We are seeking your views on this section.

9. What is the timescale?

The consultation process is running from 26th February to 18th May 2007. All being well we hope the new arrangements will be in place by Autumn 2007.

10. How will patients be affected?

There should not be any disruption to the services currently provided. If there are changes you will be notified of these well in advance.

11. We want your views.

The matters we are seeking your views on, have been highlighted in the text. We have set them out again here in one place. We are seeking your views on:

- The vision. Do you agree with the vision for future services?
- Your views on the evaluation criteria
- Your views on the service improvements that we are proposing. Are they broadly in-line with your ideas? What is missing?
- Going to open tender inviting local and national organisations to deliver these services if the response from the existing clinicians does not meet our requirements.

If you would like to comment, please complete the attached response form and forward in the envelope (enclosed) or visit www.salford-pct.nhs.uk/primarycarefirst and complete the online form.

12. What will happen to my views?

The Project Team will evaluate all responses and ensure that they influence future developments. A summary of results and Project Team responses will be publicised.

If you would like to find out more please contact:

Amanda Rafferty (Patient and Public Involvement Manager) **0161 212 4955**

Lesley Kippax (Commissioned Services), **NW Collaborative Procurement Hub** **0161 212 3722**

or visit the website at www.salford-pct.nhs.uk/primarycarefirst

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