

PRIMARY MEDICAL SERVICES FROM PORTSOKEN SITE 1st April 2015

Introduction

In April 2010 a service level agreement was signed by City Wellbeing practice to deliver Primary Medical Services from the Portsoken site on two sessions per week. Registration from this site covers residents from the east of City of London (Portsoken) ward. The population of the surrounding areas were covered primarily by practices within the South West Locality of Tower Hamlets which result in the lack of primary care provision for the Portsoken ward. The opening of the Portsoken site provided access to primary care for these residents.

The aim of this service is to provide primary medical services for the residents; it is not intended as a walk in centre.

With the absence of primary and secondary care services, the Portsoken had co-location with other services from Bart's Health namely; foot services, women's Health and diabetes specialist nurse sessions from the onset of this contract.

The Primary Medical Service provider was also responsible for the operational management of the site via the receptionists and practice manager during the sessions that the practice is operating. This includes receiving deliveries, contributing to the development of the operational policy for the premises, managing communications and liaising with the facilities management services.

Within the Tower Hamlets CCG Estates strategy both City Wellbeing, the previous provider of services at Portsoken and the new provider, Whitechapel Health Centre, will in 3-5 years relocate to the new health centre at Goodman's Field. Upon completion, Portsoken will cease to exist as a separate entity; the new health centre will absorb all the patients within the east of City of London.

Contract Management

In December 2014 City Wellbeing gave notice to NHS England (London Region) of its intention to relinquish the contract for the Portsoken site. NHS England (London Region) did not initially accept this notice; it gave the practice an opportunity to discuss the service contract and consider options for continuing. However, the practice opted to proceed and confirmation was received by NHS England (London Region) from the practice at the end of December 2014 of their stated position to withdraw from the contract. It was agreed that the end date would be 31 March 2015.

Re-provision of services

NHS England was concerned to ensure that there was no loss of or reduced access to primary care for people living in the Portsoken ward. Due to the requirements of the Tower Hamlets CCG Estates strategy the Portsoken service could not be re-procured through a single tender waiver. NHS England (London Region) therefore made an approach to Whitechapel Health Centre to seek their agreement to provide primary medical services from the Portsoken site. Whitechapel Health Centre accepted the offer and agreed to commence

provision of service at Portsoken from 1st April 2015. Whitechapel Health Centre is run by AT Medics and is located at a similar distance from Portsoken (0.6miles) as the Whitechapel practice (0.7 miles).

In early March a letter was sent to all City patients registered at Whitechapel to advise them of the new GP provider arrangements taking effect from 1st April.

Patients were informed that their registration would automatically transfer to the new practice on 1st April 2015 and that they would continue to be able to use Portsoken. For patients wishing to go back to being registered with City Wellbeing Practice or wishing to register with a different practice, information was provided in the letter explaining what they needed to do.

NHS England (London Region) has agreed an improved service specification for the Portsoken centre with the new incoming provider. This includes an initial deep clean of the premises and implementation of an ongoing cleaning schedule to meet NHS England (London Region's) infection control toolkit best practice.

Patients at the centre will have access to the full range of essential and enhanced primary medical services provided by Whitechapel Health and can access appointments from both their main practice location and the Portsoken Centre. The service will include care for people with long term conditions, diagnosis, prevention, immunisations and screening. Patients will need to register with the providing practice in order to receive care at the Portsoken Centre.

Patients will have access to Out of Hours services and home visits, as clinically necessary. Out of hours service provision will be arranged in the same way as for all other patients registered with the practice.

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