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| NHS North Cumbria CCG Primary Care Commissioning Committee | Agenda Item |
| 19 September 2019 | 7 |

Copeland – Closed List Update

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| Purpose of the Report | | | | | | | | |
| To provide the Committee with information regarding the management of registered patient lists whilst the Copeland Practices' closed list was in operation. | | | | | | | | |
| Outcome Required: | Approve | | Ratify | | For Discussion | | For Information | X |
| Assurance Framework Reference: | | | | | | | | |
| 2, Better Care – Commission services that ensure the delivery of high quality and safe care patients. | | | | | | | | |
| 3, Sustainability – Commission services that ensure the delivery of high quality and safe care for patients in a manner that is sustainable for the whole health economy. | | | | | | | | |
| 4, Leadership - The CCG needs to develop and implement robust governance and management arrangements to operate in a safe and sound manner. | | | | | | | | |

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| Recommendation(s): |
| The Committee is asked to note the CCG management of the patient allocation process whilst Copeland practices operated a closed list until 31 July 2019 and the minimal impact on the Copeland practices. |

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| Executive Summary: |
| <p>Background</p> <p>Following the unsuccessful application by Queen Street Medical Practice for a list closure which was considered by the Committee in October 2018, the practices in Copeland were asked to work together to design a joint proposal for the management of the practices' list of registered patients.</p> <p>The practices involved in this work were:</p> <ul style="list-style-type: none"> • Fellview Healthcare Ltd • Mansion House Surgery • Lowther Medical Group |

- Queen Street Surgery
- Distington Surgery
- Westcroft House Surgery
- Seascale Health Centre

The Committee on 13 December 2018 approved the joint application whereby practices would continue to register patients new to the Copeland area, whilst existing patients who were already registered with a practice in the area, but who wished to change practices, would be allocated by the CCG to a new practice. The Committee approved the “list closure” until 31 July 2019.

The CCG agreed to write to patients previously registered with Whitehaven Medical Practice and request that, where possible, patients remain with the GP practice they were registered with until 31 July 2019.

CCG Management of Patient Allocation

As at 15 July 2019 the CCG had received over 100 patient calls via the telephone enquiry line. Of this total, 27 patients were reallocated to another GP practice.

There were two main spikes in calls, one in March and another the first week in April. During each of those weeks there were approximately 25 calls. The majority of these calls were not requests to move practice. For the remainder of this process the CCG officer dealt with on average 2 calls per week.

Of the contacts not requiring reallocation, there were three main reasons for the calls:

- Acknowledging the letter they had received;
- Advising of an incorrect address;
- Requesting information about their original allocation.

Overall the patient reallocation process had minimal impact on the Copeland practices. See table below detailing the number of patients de-registering and registering at Copeland practices.

| Practice | List size at July 18 | WMC pts allocated Aug 18 | De-registered > February 19 | Allocated > February 19 | Net gain / (Loss) |
|------------|----------------------|--------------------------|-----------------------------|-------------------------|-------------------|
| Fellview | 22,000 | 1,181 | 4 | 10 | 6 |
| Mansion H | 6,220 | 841 | 5 | 7 | 2 |
| Lowther St | 9,906 | 740 | 3 | 2 | 1 |
| Queen St | 4,131 | 329 | 3 | 4 | 1 |
| Distington | 4,504 | 501 | 7 | 0 | (7) |
| Westcroft | 4,474 | 504 | 5 | 4 | (1) |
| Seascale | 5,621 | 19 | 0 | 0 | 0 |

Re-opening of Copeland practices’ registered patient lists

The Copeland practices registered patient lists re-opened on 1 August 2019 and the practices were reminded in advance of the date of this requirement.

| Strategic Objective(s) supported by this paper: | Please select (X) |
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| Support continuous quality improvement within existing services including General Practice | |
| Commission a range of health services, including an increasing range of integrated services, appropriate to our population's needs | X |
| Develop our system leadership role (in the context of an integrated health and care system) and our effectiveness as a partner | X |
| Continuously improve our organisation and support our staff to excel | X |

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| Impact assessment: (Including Health, Equality, Diversity and Human Rights) | Not undertaken |
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| Conflicts of Interest Describe any possible Conflicts of interest associated with this paper, and how they will be managed | |
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