



North Central London
Clinical Commissioning Group



Tottenham Hale Medical Centre: Patient Engagement

Existing arrangements

- Alternative Provider Medical Service (APMS) from July 2016
- Lawrence House Group provide GP services
- The current contract expires on 31 March 2020
- 3395 registered patients
- Opening hours:
Monday to Friday 0800 – 1830

Process for decision making

- Consider the future needs of the patients registered at Tottenham Hale Medical Centre
- Review the availability of alternative GP provision in the area
- Look at the future viability of the practice taking into account the registered patient list size
- Ensure continuity of care for patients
- Take into account views of patients, local health service providers & London Borough of Haringey

Requirements of Commissioners

Public Contract Regulations (2006; amended 2009) require that commissioners must:

- Make best use of / accountability of public money
- Give all providers the opportunity to bid
- Give patients the best available service
- Follow the Public Service (Social Values) Act 2012
- Consider economic, social & environmental well being of the area in which the service is being procured

National Health Service (Procurement, Patient Choice and Competition) Regulations 2013 require that commissioners must:

- Ensure Value for Money for tax payers
- Improve services for patients
- Engage with patients
- Feedback to patients
- Inform of patients of the outcomes

Service Provision: Appointments

- Opening Times: Monday to Friday 8am – 6.30pm and Saturday 9am – 1pm
- Same day and next day appointments available
- Appointments available up to 4 weeks in advance
- Patients can make an appointment at the first attempt without having to call back
- Appointment booking at reception, by telephone, or online
- Consultations available face to face, telephone, email or video calls if required
- Consultations start within 30 minutes of appointment time

Service Provision: Using Information Technology

- Book / cancel appointments
- Order repeat prescriptions
- View your medical record
- Consult with your doctor
- Find information about the surgery on the surgery website

Types of Clinical Services to be Provided

- Health promotion to help you stay fit and healthy
- Screening for serious conditions
- Supporting you to manage long-term conditions
- Special support for patients who are terminally ill
- Vaccinations and immunisations
- Contraception services
- Maternity Medical Services
- Child Health Services
- Minor surgery in the practice

Procurement Timetable

- Patient and Stakeholder Engagement
- Invitation to Tender (including Patient views)
- Bid Deadline
- Announcement of Preferred Bidder
- Mobilisation period
- Service commencement

Sept 2020

Oct 2020

Nov 2020

Jan 2021

Jan - Mar 2021

1 Apr 2021

What will Happen to Feedback?

- Your feedback on matters relating to future services and how you wish to access them is really important
- Themes from the feedback will be included in the Invitation To Tender (ITT) documentation
- Bidders will be required to respond to how they will deliver the specified services and respond to the views of the patients
- This will form part of the evaluation of the ITT

Patients getting involved

Patients are unable to be directly part of the evaluation of bids process

However there are a number of other ways to participate by:

- Completing the Patient Survey
- Contacting Nlphc.lon-nc-pcc@nhs.uk to leave feedback
- by calling 0203 816 3776 to leave comments (Monday to Friday 0800 - 1600);
- Liaising with the Patient Participation Group

THANK YOU