

## **Third Party Review of primary care plans in West Oxfordshire**

A third party independent review of Oxfordshire Clinical Commissioning Group's (OCCG) plans for primary care and related services in Witney and the surrounding areas has concluded with a report published on the NHS England website and shared with key members of the public and partners.

### **Background**

The review follows recommendations made by the Independent Reconfiguration Panel (IRP) after the Secretary of State, Rt Hon Jeremy Hunt MP, asked the panel to look at the OCCG decision not to re-procure general practice medical services at Deer Park Medical Centre following a referral from Oxfordshire Joint Health Overview and Scrutiny Committee under regulation 23(9) of the Local Authority Regulations.

The IRP considered the referral and concluded that it was 'not suitable for full review because further local action by the NHS with the Committee (OJHOSC) can address the issues raised'. The third party review report is the completion of one of the IRP recommendations which relates to NHS England.

### **Independent review**

Following a procurement process, involving a patient leader from the NHS England South East Patient Leader programme, NHS England commissioned North East London Commissioning Support Unit (NEL CSU) to conduct the independent third party review. The review covers the period since the IRP recommendations were received until the first version of the CCG plan was produced (April to December, 2017). The review was conducted throughout November 2017 to January 2018. It should be noted that OCCG's work to develop a plan for primary care services in Witney and the surrounding area, known as the West Locality, was underway prior to the publication of the IRP recommendations, as part of the development of place-based plans for all parts of Oxfordshire. Patient and stakeholder engagement and involvement was in progress as part of this process. Further development of these plans and engagement in them will continue beyond January 2018.

### **Review findings**

The report sets out the findings of the independent reviewers' assessment of OCCG's activity to develop its plan for primary care in Witney and the surrounding area. The primary care and engagement findings are:

- There is evidence of patient and public engagement in developing the primary care plan, although evidence of how needs were identified and options and solutions developed could be strengthened

- A single vision for the West Locality with links to the OCCG and national aims should be included
- There are links to wider plans developed by OCCG and the Buckinghamshire, Oxfordshire and Berkshire West Sustainability and Transformation Partnership (BOB STP), although detail on the alignment and integration of these plans and the affordability of solutions needs to be added
- The solutions identified for meeting the current and future needs of people in Witney and the surrounding areas needs more detail e.g. definitions of new roles and services and the impact they will have in meeting the population's needs.
- The plan would benefit from the inclusion of a definition of co-production that can be articulated to all stakeholders, and aligned to wider co-production approaches undertaken across OCCG and BOB STP. Evidence was found that the plan was developed with key stakeholders, but solutions were not found to have been co-produced to date using the NHS England definition of co-production.
- A governance structure to describe how the patient and public voice informs, influences and shapes strategic decisions was not evidenced in the current version of the West Oxfordshire Locality plan, although there is evidence the engagement process was signed off by locality clinical leads and Healthwatch Oxfordshire.
- Further detail should be included in the communications and engagement plan to represent the breadth of work undertaken to develop the primary care plan e.g. partnership work undertaken with the West Locality Forum.
- It is clear that OCCG has listened to patients and the public during the development of their primary care plans.

## **Recommendations**

The report follows these findings with a number of associated recommendations for OCCG to take forward as they continue to develop their plans and carry out further engagement activities. NHS England will monitor the development of these plans and has offered to support OCCG through the development process.

Recommendations include:

- Improve documentation, provide greater clarity and increase active stakeholder management
- OCCG's engagement needs to ensure that it includes all groups likely to be affected by any proposed changes, as identified through an equalities impact assessment
- Develop a vision owned by the locality that is easily articulated and aligned to the vision for the wider Oxfordshire Primary Care Framework and the STP
- The plan should be co-produced with patients. OCCG needs to be clear about their local definition of co-production and how this would work
- As the plan develops, more detailed definitions of the changes patients and the public may see and the benefits these would bring should be included.

## **Next steps**

Following publication of the third party review report, the below actions are being undertaken:

- The report has been sent to the Secretary of State for Health, Rt Hon Jeremy Hunt MP and copied to Lord Ribeiro, Chairman of the Independent Reconfiguration Panel to note that the recommended third party review of OCCG's primary care plans for Witney and the surrounding area has been conducted and published, with recommendations shared with OCCG and a full update provided to Oxfordshire JHOSC on 8 February.
- NHS England will seek an action plan from OCCG to address the recommendations of the report, which will be monitored and assured by NHS England
- NHS England will support OCCG as it progresses further iterations of the West Oxfordshire Locality plan, which it will co-produce with patients and the public.
- Findings and recommendations of the review report will be subject to discussions between OCCG, NHS England and Oxfordshire JHOSC at its committee meeting in public on 8 February 2018.

### **Further information**

The independent third party review can be found on the NHS England website [here](#).

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