

## **Protocol for Public Engagement in the Contracting of General Practitioner Services following the Practice Dissolution/Single Handed Retiral**

### **Purpose**

The purpose of the protocol is to have a standardised approach for NHS Lanarkshire in Public Engagement around the contracting of General Practitioner Services following the Practice Dissolution/Single Handed Retiral.

**Dissolution of a General Practice/Retiral of Single Handed Practitioner (no successor).**

### **Step 1**

#### **Informing the patients**

All patients, identified from the General Practice list, will be sent a letter providing clear, concise information as soon as a decision has been made.

The letter will contain:

- 1 Immediate reassurance that there will be a continuation of the service provision and what that provision will be.
- 2 Information about what NHS Lanarkshire can and cannot do, what this means for the patients and why.
- 3 Details of the process that will take place and the timescales (if they are known). If the timescales are not known a follow up letter will be sent with the timescales as soon as they are agreed.

## **Step 2**

### **Arranging a Public Meeting**

Involve the Public Partnership Forum and the Practice Patient Group (if established) in supporting the following steps to ensure maximum participation from the public.

- 1 Arrange a meeting at a suitable venue within the area of the GP practice.
- 2 Invite patients from the GP Practice and/or their carers advising them to bring the letter of invitation with them as the meeting will be by invite only.
- 3 Invite MSPs and local Councilors to a briefing before the meeting and encourage them to allow the public to participate in the meeting.

### **Format of the Meeting**

Representatives at the meeting from NHS Lanarkshire should include, a Non Executive Board Member, CHP Director, a Locality General Manager, a Medical Director/Deputy Director and a Communications Manager.

Give an overview of:

- 1 The current situation, outlining some basic information on why the dissolution has occurred.
- 2 The steps that will be taken, detailing timescales, statutory requirements and the public participation in the process.
- 3 Open up the meeting for discussion, recording the input from the public

This should include the agreement of the method for identifying public members to be included in the contracting process.

## **Step 3**

### **Contract Awarding Panel**

The Contract awarding panel should consist of:

Non Executive Director, NHS Lanarkshire (Chair)  
Medical Director/Deputy Director, NHS Lanarkshire  
Locality General Manager  
NHS Lanarkshire LMC Member  
Elected patient members from the practice x 3 plus Local PPF representation.

The elected patient members of the panel must be provided with:

Clarity of their role in the process

Support from NHS Lanarkshire's Communication Team

Protocols for media handling

Training on:

The weighting system that will be used

Handling Conflict

Diversity and Equality

This support must be ongoing from their point of election. The training should be at least 2 weeks before the selection event.

An hour should be allowed before the Interview to help support the panel and to discuss the format of the interviews

## Flow chart for Public Engagement in the Dissolution and Contracting of General Practitioner Practices

