



Londonwide LMCs

The professional voice of London general practice

Mr Simon Stevens
Chief Executive Officer
NHS England
Skipton House
80 London Road
London SE1 6LH

26 April 2018

Dear Simon

Thank you for your letter dated 17 April and signed by your colleague Dominic Hardy. We refer to the following two paragraphs in our letter of 29 March 2018 to you and Jeremy Hunt, MP, in which we stated the following:

"We also believe that a service that disproportionately signs on the least vulnerable and frail patients is fundamentally against the founding principles of the NHS and its constitution. It amounts to indirect discrimination against the most vulnerable in our society.

Tower Hamlets is one of the most deprived boroughs in the country. Despite this, we manage to provide excellent care to our patients with some of the best outcomes nationally. We have achieved this through working together across practices, having a collective ethos and a common goal to improve population health. We are renowned nationally for our work on social prescribing, integrated care and outcomes, including the best blood pressure and cholesterol control in the country in patients with heart disease and diabetes with evidence of significant reduction in heart attacks, strokes and diabetic complications. We see no evidence of GP at Hand engagement in all the local processes, training and quality improvement that has made this happen."

Can you please reassure us that GP at Hand is not breaching the NHS constitution through this mechanism of signing on patients and the limiting of services to patients?

Yours sincerely

Dr Jackie Applebee, Chair, Tower Hamlets Local Medical Committee
Dr Simon Brownleader, Chair, Tower Hamlets GP Care Group
Dr Sir Sam Everington, Chair, Clinical Commissioning Group

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Registered and office address: Tavistock House South, Tavistock Square, London WC1H 9LG.

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Chief Executive: Dr Michelle Drage





Appendix 1)

We wish to alert you to the following paragraphs in the FAQ section of the GP@Hand website which states:

"Our aim is to provide a great service to everyone who wants to register with us. The NHS has reviewed our service and has found it provides important benefits to patients. To be prudent during the early phase of the rollout, the NHS has suggested that the service may however be less appropriate for people with the conditions and characteristics listed below.

- Women who are or may be pregnant (If you are pregnant, NHS England advises that you register with a GP practice close to where you live)
- Adults with a safeguarding need
- People living with complex mental health conditions
- People with complex physical, psychological and social needs
- People living with dementia
- Older people with conditions related to frailty
- People requiring end of life care
- Parents of children who are on the 'Child at risk' protection register
- People with learning difficulties
- People with drug dependence

If you consider that you have one or more of these, please seek advice before registering for the service, or call our support team on 0330 808 2217 to discuss this further. We will be open and honest with you about the service and we will support you to make the right decision for yourself about whether joining GP at hand suits their needs.

If your health needs change we will review your registration to see if it would be more appropriate for you to be registered with a GP practice closer to your home. In such circumstances, we will always be happy to assist patients finding the most appropriate GP practice for them to ensure you are not without care at any point."



Appendix 2)

We also refer you to the Londonwide breakdown of patients changing to GP@Hand as follows:

GP@H patients' home borough	1 Jan 2018	1 April 2018	Increase
City	25	46	+21
Barking and Dagenham	62	120	+58
Barnet	360	511	+151
Bexley	38	153	+115
Brent	425	652	+227
Bromley	108	195	+87
Camden	546	858	+312
Croydon	206	322	+116
Ealing	484	697	+213
Enfield	137	237	+100
Greenwich	262	393	+131
Hackney	493	822	+329
Hammersmith and Fulham	3121	3413	+292
Haringey	434	783	+349
Harrow	108	177	+69
Havering	38	75	+37
Hillingdon	72	119	+47
Hounslow	227	409	+182
Islington	635	952	+317
Kensington and Chelsea	437	598	+161
Kingston	49	82	+33
Lambeth	884	1374	+490
Lewisham	445	708	+263
Merton	221	375	+154
Newham	537	770	+233
Redbridge	171	285	+114
Richmond	117	176	+59
Southwark	807	1316	+509
Sutton	54	80	+26
Tower Hamlets	815	1369	+554
Waltham Forest	395	667	+272
Wandsworth	798	1123	+325
Westminster	682	955	+273
Non-London	1924	3185	+1261
Total	16117	23997	+7880

Source: NHS Digital

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