

Extraordinary Primary Care Contracts Sub-Committee

Wednesday 9 April 2025; Time 13:00 – 13:20
 Held via MS Teams

AGENDA

	Item	Time	Lead	Attached/ verbal	Action required
1.0	Welcome, introductions and apologies	13:00	Chair		Note
1.1.	Declaration of conflicts of interest			Verbal Attached	Note
2.0	Questions from members of the public	13:02	Chair	Verbal	Note
3.0	Translation and interpretation service for general practice in Barking and Dagenham, Havering, Newham, Redbridge and Waltham Forest	13:07	Natalie Keefe	Attached	Approve
4.0	Any other business	13:17	Chair	Verbal	Note
Date of next meeting: 13 May 2025					

- Declared Interests as at 31/03/2025

Name	Position/Relationship with ICB	Committees	Declared Interest	Name of the organisation/business	Nature of interest	Valid From	Valid To	Action taken to mitigate risk
Alison Goodlad	Deputy Director of Primary Care	Primary care contracts sub-committee	Indirect Interest	Northamptonshire NHS Foundation Trust	Sister is Mental Health Practitioner	2022-01-08		Declarations to be made at the beginning of meetings
Benjamin Molyneux	Associate Medical Director, NHS North East London	Clinical Advisory Group Community Health Collaborative sub-committee Primary Care Collaborative sub-committee Primary care contracts sub-committee	Financial Interest	Locum GP	I work as an ad hoc self-employed GP at GP practices in NEL	2023-05-01		
			Financial Interest	Princess Alexandra Hospital Trust	Non-executive director of the Trust	0202-03-10		
Diane Jones	Chief Nursing Officer	Clinical Advisory Group Community Health Collaborative sub-committee ICB Board ICB Quality, Safety & Improvement Committee ICS Executive Committee Primary Care Collaborative sub-committee Primary care contracts sub-committee	Non-Financial Professional Interest	Royal College of Nursing (RCN)	Professional membership	2020-01-01		Declarations to be made at the beginning of meetings
			Non-Financial Professional Interest	Royal College of Midwives (RCM)	Professional membership	1994-01-01		Declarations to be made at the beginning of meetings
			Non-Financial Professional Interest	Nursing & Midwifery Council (NMC)	Professional membership	1992-01-01		Declarations to be made at the beginning of meetings
			Non-Financial Professional Interest	London Clinical Senate	Member	2017-01-01		Declarations to be made at the beginning of meetings
			Non-Financial Professional Interest	Homerton Hospital	Midwife (honorary contract)	2015-01-01		Declarations to be made at the beginning of meetings
			Non-Financial Personal Interest	Group B Strep Support (GBSS)	Director and Trustee	2020-01-01		Declarations to be made at the beginning of meetings
			Non-Financial Personal Interest	Sign Health	I am a Trustee of the charity	2023-05-01		
			Non-Financial Professional Interest	British Medical Association	I am a member of the organisation.	2022-07-01		

			Non-Financial Professional Interest	Royal College of Psychiatrists	Fellow of the College	2022-07-01		
			Non-Financial Professional Interest	Medical Defence Union	Member	2022-07-01		
Dr Paul Francis Gilluley	Chief Medical Officer	Clinical Advisory Group ICB Board ICB Population, Health & Integration Committee ICB Quality, Safety & Improvement Committee ICP Committee ICS Executive Committee Mental Health, Learning Disability & Autism Collaborative sub-committee Primary Care Collaborative sub-committee Primary care contracts sub-committee	Non-Financial Professional Interest	General Medical Council	Member	2022-07-01		
			Non-Financial Personal Interest	Stonewall	Member	2022-07-01		
			Non-Financial Personal Interest	National Opera Studio	Trustee on the Board	2023-08-01		
			Non-Financial Professional Interest	University of East London	Health Fellowship	2024-10-01		
			Non-Financial Professional Interest	Greater London Authority	Appointed to the Mayoral Cultural Leadership Board	2025-02-27		
Henry Black	Chief Finance and Performance Officer	ICB Audit and Risk Committee ICB Board ICB Finance, Performance & Investment Committee ICS Executive Committee Mental Health, Learning Disability & Autism Collaborative sub-committee Primary Care Collaborative sub-committee Primary care contracts sub-committee	Indirect Interest	BHRUT	Wife is Assistant Director of Finance	2018-01-01		Declarations to be made at the beginning of meetings
			Indirect Interest	GSTT NHS Trust	Daughter employed as a graduate trainee	2023-09-01		
Jignasa Joshi	NEL ICS Optometry Lead	Primary Care Collaborative sub-committee Primary care contracts sub-committee	Non-Financial Personal Interest	NE London LOC	Chair of the NE London Local Optical Committee.	2015-04-23		
			Non-Financial Professional Interest	NE London Optometry Provider Group.	I am a lead & principal contact for the NEL Optometry	2023-01-09		

					Provider Group, formerly known as the NEL /ELC Optometry Collaborative Group.			
			Non-Financial Professional Interest	Primary Eyecare (East London & City)	I am a director of this company which is a vehicle for primary care optometry practices to be commissioned to provide services outside the NHS GOS contract.	2016-12-21		
			Non-Financial Personal Interest	Primary Care Optometrist	I am a practicing optometrist in primary care in the NE London area.	2002-04-01		
Raliat Onatade	Chief Pharmacist and Director of Medicines and Pharmacy	Clinical Advisory Group ICB Quality, Safety & Improvement Committee Pharmacy Provider Group Primary care contracts sub-committee	Non-Financial Professional Interest	North Thames Genomic Medicine Service Alliance	I am also Chief Pharmacist for North Thames Genomic Medicine Service Alliance, which is an NHS organisation hosted by UCL Partners. North East London is part of the North Thames region for Genomic Medicines, therefore the role is complementary, rather than in conflict.	2021-04-01		
			Sponsorship	Merck Sharp Dohme	Gave a talk on : Vaccine Confidence in Ethnic Minority Communities: A Discussion' to MSD staff as part of MSD Black History Month activities, by request of the MSD diversity and inclusion group. The webinar took place on 19 October 2022. Payment was £840 for the 60 minute session. I	2022-10-19	2022-10-19	

		took half a day annual leave in order to do this.			
Sponsorship	PM Healthcare	I contributed to a High Cost Medicines Optimisation Group educational event (webinar) for pharmacy professionals on 18 January 2023. The webinar was produced by PM Healthcare, and sponsored by Abbvie. I had no conversations with Abbvie. Title of my session was 'Managing the immunotherapy/specialist medicines interface as patients move from secondary to primary care'. I also sat on a panel discussion/Q&A with other speakers from the NHS. Payment for my time was £1000. I booked AL for this.	2023-01-18	2023-01-18	
Indirect Interest	Roche	I have signed a Consultancy Agreement with Roche to attend a meeting designed to improve Roche's understanding of the recent changes to the NHS in England, the opportunities and challenges with the new Integrated Care System (ICS) structure and the delegation of specialised commissioning. Roche will apply these insights to be a more	2002-10-24	0202-11-15	

		<p>constructive industry partner. My role (in accordance with all applicable clauses of the ABPI Code of Practice) will entail a single 1 hour virtual speaker session at the Roche Policy, Value and Access Chapter meeting on 15 November 2023. I will be paid £220 per hour, and payment will be for 1 hour preparation time and 1 hour meeting (the actual session).</p>			
Sponsorship	PM Healthcare	<p>I was a member of a panel with three other ICB Chief Pharmacists - title of the discussion was 'Driving Successful Market Entry in the Modern NHS'. Attendees were pharmaceutical industry Market Access Executives (several different companies), looking for insights as to the best way to engage with ICBs, the role of pharmacy teams, and barriers and enablers to collaboration. The meeting was hosted by PM Healthcare. Honoraria offered was £500 and I attended in my own time (evening).</p>	2024-08-21	2024-08-21	
Financial Interest	PM Healthcare	<p>Invited to take part in a panel discussion at a forum on</p>	2024-09-17	2024-12-31	

18/09/24 - ICB/ICS Development and Medicines Strategy Forum, hosted by PM Healthcare. Also on the panel will be two other ICB Chief Pharmacists. Topic for discussion is 'Progress to date in ICB Pharmacy and the challenges ahead'. Audience is NHS staff, mainly pharmacy and medicines optimisation colleagues. Some sessions on the day are sponsored by pharma (not the panel I will be on). Honorarium offered is £250. I would have attended this forum even if I were not on a panel, but I have booked annual leave.

					18/09/24 - ICB/ICS Development and Medicines Strategy Forum, hosted by PM Healthcare. Also on the panel will be two other ICB Chief Pharmacists. Topic for discussion is 'Progress to date in ICB Pharmacy and the challenges ahead'. Audience is NHS staff, mainly pharmacy and medicines optimisation colleagues. Some sessions on the day are sponsored by pharma (not the panel I will be on). Honorarium offered is £250. I would have attended this forum even if I were not on a panel, but I have booked annual leave.		
Sarah See	Managing Director of Primary Care	ICS Executive Committee Primary Care Collaborative sub-committee Primary care contracts sub-committee	Non-Financial Personal Interest	GP - Waltham Forest	Registered with a GP practice in Waltham Forest; members of the practice team works with the NHS NEL, LW LMC and NHSE/I	2001-01-01	Declarations to be made at the beginning of meetings
			Indirect Interest	Old Church Surgery (Chingford)	Niece works for GP practice	2022-06-05	Declarations to be made at the beginning of meetings
Shipa Shah	LPC CEO attend meetings as a guest	Formulary & Pathways Group (FPG) Pharmacy Provider Group Primary Care Collaborative sub-committee Primary care contracts sub-committee	Non-Financial Personal Interest	Samaritans	Director of Branch Operations at Samaritans National voluntary role.	2022-10-01	No action required as no conflicts declared.
			Non-Financial Personal Interest	Waltham Forest Samaritans	Listening volunteer at Waltham Forest Samaritans	2015-07-15	No action required as no conflicts declared.
			Financial Interest	Pharmacy Services Partnership	I am a consultant	2023-04-01	No action required as no conflicts

manager to the
Pharmacy
Services
Partnership
which is a
Pharmacy
Provider
Company

- Nil Interests Declared as of 31/03/2025

Name	Position/Relationship with ICB	Committees	Declared Interest
Gohar Choudhury	Head of Primary Care Commissioning	Primary care contracts sub-committee	Indicated No Conflicts To Declare.
William Cunningham-Davis	Director of Primary Care Delivery	Newham Health and Care Partnership Newham ICB Sub-committee Primary care contracts sub-committee Procurement group - core Waltham Forest Health and Care Partnership Board Waltham Forest ICB Sub-committee	Indicated No Conflicts To Declare.
Anthony Curtis	Senior Primary Care Commissioning Manager	Primary care contracts sub-committee	Indicated No Conflicts To Declare.
Abdul Rawkib	Senior Primary Care Commissioning Manager	Primary care contracts sub-committee	Indicated No Conflicts To Declare.
Rob Dickenson	Deputy Director of Finance - Primary Care and London Services	Primary Care Collaborative sub-committee Primary care contracts sub-committee	Indicated No Conflicts To Declare.
Jeremy Wallman	Head of Primary Care Commissioning; Dentistry, Optometry and Pharmacy	ICB Finance, Performance & Investment Committee Primary care contracts sub-committee	Indicated No Conflicts To Declare.
Kate Hudson	Observer of Primary Care Contracts Sub Committee	Primary care contracts sub-committee	Indicated No Conflicts To Declare.
Amy Wilkinson	Director of Partnerships, Impact and Delivery	City & Hackney ICB Sub-committee City & Hackney Partnership Board Primary care contracts sub-committee	Indicated No Conflicts To Declare.
Daniele Serdoz	Assistant director of Primary care for Londonwide LMCs	Primary care contracts sub-committee	Indicated No Conflicts To Declare.
Daniel Hodgson	Head of Primary Care partnership Development	Primary Care Collaborative sub-committee Primary care contracts sub-committee	Indicated No Conflicts To Declare.
William Dawson	Primary Care Independent clinician	Primary care contracts sub-committee	Indicated No Conflicts To Declare.

Primary Care Contracts sub-committee

9 April 2025

Title of report	Translation and interpretation service for general practice in Barking and Dagenham, Havering, Newham, Redbridge and Waltham Forest
Author	Natalie Keefe, Head of Primary Care and Miren Querejeta-Lopez, Primary Care Delivery Manager
Presented by	Natalie Keefe, Head of Primary Care Delivery
Contact for further information	Natalie.keefe@nhs.net
Executive summary	<p>As part of the delegated responsibilities, ICBs are required to commission interpreting and translation services to support patients in accessing general practice service.</p> <p>Currently there are two separate interpreting contracts with two different providers across five of the seven North East London boroughs.</p> <p>Barking & Dagenham, Havering and Redbridge In November 2022, the three BHR boroughs concluded a procurement using the SBS framework and a three plus two-year contract was awarded to the Language Shop.</p> <p>The initial 3 years of the contract is due to expire on 20 November 2025.</p> <p>Newham and Waltham Forest In Newham and Waltham Forest the contract was due to expire at the end of December 2024 and there was no provision to extend this contract.</p> <p>To ensure a joint procurement could be done across NEL it was agreed that a direct award could be made using the NHS SBS framework of pre-approved service providers and a 9-month contract was awarded to Language Line Ltd which will expire on 20 November 2025.</p> <p>Now that the expiry date of both contracts align, the proposal is to procure a new single contract across the 5 boroughs for a 3+2 years contract.</p> <p>Following advice from procurement, it is proposed that a new provider will be appointed from the NHS SBS framework agreement by undertaking a mini-competition exercise</p>

	<p>Providers on the SBS framework have been pre-approved, vetted, and pre-procurement due diligence requirements have already been completed.</p> <p>It is not proposed that the new contract will include practices in Tower Hamlets and City & Hackney as translation and interpreting services are currently provided for primary care and delivered as part of the community and acute block contracts in those areas.</p> <p>Currently the funding for interpreting services in the BHR boroughs sits within the delegated budgets. For Newham and Waltham Forest the funding sits within the ICB baseline. The Newham and Waltham Forest funding was approved at the NEL Investment Review Group (IRG) on 13 March 2025.</p>
Action / recommendation	<p>The primary care contracts sub-committee is asked to:</p> <ul style="list-style-type: none"> • Approve the funding for the three BHR boroughs • Approve the proposal to move to one contract across the five boroughs.
Previous reporting	IRG – 13 March 2025 – approved
Next steps/ onward reporting	Triple lock process and Procurement Group
Conflicts of interest	None
Strategic fit	<p>Which of the ICS aims does this report align with?</p> <ul style="list-style-type: none"> • To improve outcomes in population health and healthcare • To tackle inequalities in outcomes, experience and access • To enhance productivity and value for money
Impact on local people, health inequalities and sustainability	Having interpreting and translation services in place supports patients to access primary care services which will reduce health inequalities.
Has an Equalities Impact Assessment been carried out?	Yes – see attached
Impact on finance, performance and quality	There is currently a budget of £550k per annum identified across the 5 boroughs.
Risks	Should the approval for a new contract not be given this would mean that patients that require interpreting/translation services or BSL support would not get equitable access to primary care services.

Appendix A – Quality, Equality and Inequalities Impact Assessment

Guidance on how to complete the Quality, Equality and Inequalities Impact Assessment can be accessed on the intranet.

Quality Impact Assessment

Please summarise what impact this project will have on each of the quality pillars below and describe how you will monitor this through the life of the project.

Patient Safety	Positive, interpreting service will enhance the quality of care and ensure safe treatment for patients. All practices have access to this service which is well publicised with regular updates from service provider. Activity date shows high demand for this service particularly in Newham and Waltham Forest mainly due to the demographics in those areas
Patient Experience	Positive, interpreting service will help to minimise incidents and will assist patient's compliance and adherence to treatment. Patients will be able present their illness in their language and translation taking place in real time, preventing delays to diagnosis and treatment.
Staff Experience	Positive, interpreting service will support staff to deliver safe care for patients. Information and updates are provided to staff regularly including at Practice Managers Forums. A service user survey conducted in 2024 indicates a good lever of satisfaction. Any complaints are dealt with promptly in adherence to the complaint's procedure.
Patient Outcomes	Positive, interpreting service will assist patient's compliance and adherence to treatment. Service will help to improve patient self-management as they understand their condition and engage with their care plan and therefore improve their health.
Integrated Care	Positive, interpreting service will support staff to deliver integrated care. It will reduce patients attending A&E as they will understand accessing community, primary care health services and local services to manage their health. Reduction in hospital admission as patients have better understanding, engaging to treatment and care plan, thereby preventing deterioration of their health.

Equality Impact Assessment

Please summarise the potential/expected impact on patients, staff and carers based on their protected characteristics.

Age	Positive, interpreting service is available to patients of all ages. The impact on older patients is likely to be positive as they are likely to experience ill health due to age, and the younger group will have confidence in accessing primary health care, compliance and to be more engaged to their care.
Disability	Positive, service is available to all patients with disabilities, including deaf patients as British Sign Language interpreters are also available under this interpreting service.

Ethnicity	Positive, interpreting service is available to all patients from different ethnic backgrounds who do not speak/understand English. The service will take into consideration all faiths, culture and language preferences
Gender reassignment	There will be no impact. Interpreting service is available to all patients who do not speak/understand English. Patients will be treated with respect.
Marriage and civil partnership	Interpreting service is available to all patients who do not speak/understand English. Interpreters adhere to the code of conduct and respect patient confidentiality.
Pregnancy and maternity	Positive, interpreting service is available to all patients who do not speak/understand English. The practice will be able to sign post to resources for pregnant women and new mothers.
Religion or belief	Interpreting service is available to all patients who do not speak/understand English. The service will take into consideration patient wishes around religion and belief.
Sex	Interpreting service is available to all patients who do not speak/understand English regardless of their gender and are treated with respect.
Sexual orientation	Interpreting service is available to all patients who do not speak/understand English regardless of their sexual orientation and are treated with respect.

Inequality Impact Assessment

Please summarise the potential/expected impacts on patients, staff and carers in relation to health inequalities

Refugees and recent migrant communities	Positive impact, service is available to all patients, including refugees and migrant communities, to assist with access to primary care services and safe treatment. Service will also assist with patient's compliance and adherence to treatment.
People who are homeless or in vulnerable housing	Positive impact, service is available to all patients, including people who are homeless, to assist with access to primary care services and safe treatment. Service will also assist with patient's compliance and adherence to treatment. The service offers opportunity for translation to other resources and signposting to available support.
Looked after children and care leavers	Positive impact, service is available to all patients, including looked after children or care leavers, to assist with access to primary care services and safe treatment. Service will also assist with patient's compliance and adherence to treatment.
Sex workers	Positive impact, service is available to all patients to assist with access to primary care services and safe treatment. Service will also assist with patient's compliance and adherence to treatment.
People with drug or alcohol dependence	Positive impact, service is available to all patients, including those with drug or alcohol dependence, to assist with access to primary care services and safe treatment. Service will also assist with patient's compliance and adherence to treatment.
Victims of exploitation	Positive impact, service is available to all patients to assist with access to primary care services and safe treatment. Service will also assist with patient's compliance and adherence to treatment. The service will have an impact in improving communication for care providers to identify areas of concern such as safeguarding to work with relevant services.

People living in more deprived areas and/or those on low incomes	Positive impact, service is available to all patients, including those living in more deprived areas, to assist with access to primary care services and safe treatment and signpost to other resources. Service will also assist with patient's compliance and adherence to treatment.
Ex-offenders	Service is available to all patients to assist with access to primary care services and safe treatment. Service will also assist with patient's compliance and adherence to treatment. Patients will be treated with respect without being judged of their past.
Those with caring responsibilities	Positive impact, service is available to all patients to assist with access to primary care services and safe treatment. Service will also assist with patient's compliance and adherence to treatment. The service can work with carers and those with caring responsibilities and assist with the carer's level of understanding of their caring responsibility to ensure that the right support is provided.
Those who are digitally excluded	Positive impact, service is available to all patients to assist with access to primary care services and safe treatment. Bookings will be made by general practice staff; hence any digitally excluded patients will not be impacted.