

## Appendix A 2-C Remodelling Summary Investigation Points

Reference	Governance	Complaint	Statement	Service Delivery	Investigated	Finding
	<b>IJB Decision</b>					
1	Officers misled the board during the meeting	Yes			Yes	Not upheld
2	- False statements (included in transcript)	Yes			No (removed from complaint)	-
3	- Conduct of the Chair	Yes			Yes	Not upheld
4	- Did not afford enough weight to patient care	Yes			Yes	Not upheld
5	<ul style="list-style-type: none"> <li><b>Conflict of interest:</b> conflicts of interest arising from presence of certain members of the Leadership Team/ACHSCP management; access to information at OAMP</li> </ul>	Yes			Yes	Not upheld
-	<ul style="list-style-type: none"> <li><b>Stop the process/delay the decision:</b> most correspondence stated that the decision should be deferred, revoked or that OAMP should be removed from the scope of the project</li> </ul>		Yes		No	-
	<b>Service and Model</b>					
A	<ul style="list-style-type: none"> <li><b>OAMP not unsustainable:</b> queries stating OAMP is a stable, well-functioning practice which was not suffering from sustainability issues</li> </ul>		Yes		Yes	Comments included in investigatory report
-	<ul style="list-style-type: none"> <li><b>Benefit of 2c for OAMP:</b> as the traditional funding model doesn't make it viable with low prevalence of chronic disease, OAMP should remain 2c practice</li> </ul>		Yes		No	-
-	<ul style="list-style-type: none"> <li><b>Northfield/Mastrick Precedence:</b> correspondences referencing a perceived reduction in services and increase in disadvantages to the Northfield/Mastrick communities following their procurement process</li> </ul>		Yes		No	-

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-	<ul style="list-style-type: none"> <li><b>Risks following GP resignations:</b> several correspondences, highlighting the potential impact of the resignations on clinical services</li> </ul>			Yes	No	-
6	<b>Timing</b>					
	<ul style="list-style-type: none"> <li><b>Rushed:</b> correspondences from staff, and some from the public, state that the timescales for the remodelling process were rushed and during the summer holidays</li> </ul>	Yes			Yes	Not upheld
	<ul style="list-style-type: none"> <li><b>During a pandemic:</b> several correspondences question the timing of the project, during the COVID-19 pandemic</li> </ul>	Yes			Yes	Not upheld
	<b>Consultation</b>					
7	<ul style="list-style-type: none"> <li><b>Staff:</b> queries around how staff were consulted; how their views were considered; and how the ultimate recommended option did not reflect the views of the staff; ignoring staff opinions; impacts of stress on wellbeing</li> </ul>	Yes			Yes	Partially upheld * Recommendation 1
8	<ul style="list-style-type: none"> <li><b>Patients:</b> queries around a lack of consultation and engagement; lack of opportunities for patients to design the service</li> </ul>	Yes			Yes	Not upheld
	<b>Privatisation</b>					
-	Much of the correspondence from members of the public indicated a misconception of the “privatisation” of the GP practice,		Yes		No	-
	<b>Equalities and Fairer Scotland</b>					
9	<ul style="list-style-type: none"> <li><b>Assessment:</b> queries on whether an EHRIA or Fairer Scotland assessment and what consideration has been made for equalities; what the possible impacts are</li> </ul>	Yes			Yes	Partially upheld *Recommendation 3

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-	<ul style="list-style-type: none"> <li><b>Personal impact:</b> several of the patient queries highlighted concerns for the quality of their own care and how this would be impacted</li> </ul>			Yes	No	-
	<b>Positive feedback for practice</b>					
B	<ul style="list-style-type: none"> <li><b>Personal experience:</b> patients raised positive feedback on the service received to date from OAMP; stating good relational continuity and high levels of care</li> </ul>		Yes		Yes	Comments included in investigatory report
10	<b>Complaints Process not being followed</b>	Yes			Yes	Upheld *Recommendation 4

\* Please refer to section 3.9 in the covering report for the recommendations and the IJB response.