

Report of the Director of Primary Care, (Black Country PCT Cluster)

Dudley GP Out of Hours Update

1. Purpose of report

- 1.1 To provide information and assurance on the quality review and contract monitoring processes in place for OOHs providers across the Black Country cluster (Dudley, Sandwell, Walsall and Wolverhampton Primary Care Trusts).

2. Background

- 2.1 All Primary Care Trusts (PCTs) are required to tender and procure Out Of Hours (OOH) GP services for their local populations.
- 2.2 For Dudley, Sandwell and Wolverhampton Primecare holds the contract for the Provision of GP Out of Hours Services whilst for Walsall Birmingham And District General Practitioner Emergency Rooms Group (BADGER) were successful in their tender.
- 2.3 These OOHs providers offer the full provision of OOH's care: Call handling and Triage and face to face consultation either in a primary care centre (PCC) or at the patients place of residence.
- 2.4 All PCTs have a robust programme of monitoring in place to assure contract requirements are met and that quality is maintained. Along with the National Quality Requirements (NQR) the providers also have to meet a number of Key Performance Indicators (KPI's) that have been set locally
- 2.5 The recommendations set out in the national report by Dr David Colin – Thome and Professor Steve Field, following national OOH concerns January 2010 were integrated into both the procurement processes and the monitoring processes.
- 2.6 Appendix 1 illustrates the current monitoring processes in place for the Dudley service

3. West Midlands Strategic Health Authority (WMSHA): Confirm and Challenge Process.

3.1 During the autumn of 2010 in response to of recommendations made in David Colin-Thome's and Professor Steve Field's report to the Department of Health (DH) WMSA undertook 'Confirm and Challenge' discussions with each PCT in order to:

- confirm the position across the West Midlands and identify any gaps
- provide assurances to its Board that all patient safety risks had been identified, fully addressed and that improvements have become embedded
- understand the culture and level of engagement between commissioner and provider in OOH services quality improvement
- For the PCT to benefit (possibly) from offer of further suggestions, particularly given that the SHA will had the overview of what was happening in other PCT areas
- To identify good practice that could then be shared further
- To discuss the preparation for the transition to the Clinical Commissioning Groups responsibility for urgent care.

3.2 Confirm and Challenge: Findings by WMSHA

Each PCT received a report from WMSHA on the findings of the Confirm and Challenge process.

3.3 Appendix 2 gives a summary of the strengths, weaknesses as determined at the Confirm and Challenge review.

4. Current Monitoring Arrangements

4.1 The Black Country Cluster has redefined the monitoring arrangements of all its OOH's contracts to ensure consistency across the Cluster area. As Wolverhampton, Sandwell and Dudley have the same OOH's provider a joint monitoring arrangement has been implemented.

4.2 Integral to the monitoring arrangements is unannounced 'walk rounds' of the provider sites to include PCC's in each PCT area and the call centres of each OOH's provider.

4.3 The timings of visits reflect the different days and times the centres are open in order to obtain a true reflection of the service provided

4.4 Visits assist in determining the safety and quality of the service being provided, areas reviewed include

- The number of GPs on duty
- A copy of the GP rota for the week
- How calls were being triaged and by whom
- How calls relating to chest pain were being dealt with
- Management of Controlled Drugs

- A check on the GP medicines bag for home visits
- Achievement against the NQRs e.g. telephone calls etc.
- Details of the patient experience of the service
- Use of Summary Care Records
- Links to the acute sector e.g. to obtain patient test results

The visiting team comprises of:

- A local CCG lead
- Senior PCT commissioner for the out of hours service
- PCT Medicines Management Lead
- PCT Clinical Governance Lead

Members from the SHA Commissioning Development Directorate are given an open invitation to attend any of the visits if they choose..

5. Site Visit to Dudley OOHs Primary Care Centre

5.1 The last monitoring visit to Dudley was on 25th July 2012. The assessment team were assured that the service provision for Dudley is of a good standard. Patients who were interviewed during the evening reported on an excellent and efficient service. The only concern noted was the high number of patients who walk in without an appointment. This is something the provider was requested to address as the OOHs services is not an emergency care service.

6 Activity September 2012

- 6.1 In September 2012 the service received a total of 1,586 calls, further details in the presentation from Dr David Hegarty.
- 6.2 All the national quality requirements were achieved to a satisfactory standard
- 6.3 This activity represents an average month.

7 Future Commissioning of OOH's Services

7.1 The Black Country Cluster are currently planning the transfer of the contract monitoring arrangements and all future procurement responsibilities to CCGs to take effect from November 2012

Contact Officer: Lynne Allen
 Telephone: 01902 444817
 Email: lynne.allen2@nhs.net

List of Background Papers

Appendix 1- Contract monitoring arrangements

Appendix 2- Details of Confirm and Challenge 14 October 2010

Supporting Presentation from Dr David Hegarty, Chair, Dudley CCG (to be delivered on the evening)