

Introduction

Mark Walkingshaw

Director of Commissioning Implementation

Deputy Accountable Officer

Developing the Gloucestershire Primary Care Out of Hours Service in the context of the Urgent and Emergency Care Strategy

Maria Metherall

Senior Commissioning Manager
Urgent Care

Vision

- For those people with urgent but non life threatening needs to be provided with highly responsive, effective and personalised services outside hospital.
- For those people with more serious or life threatening emergency needs to be treated in centres with the very best expertise and facilities in order to reduce risk and maximise their chances of survival and a good recovery.

The Future of Urgent and Emergency Care Services (Keogh Review*)

- We must provide better support for people to self-care.
- We must help people with urgent care needs to get the right advice in the right place, first time.
- We must provide highly responsive urgent care services outside of hospital so people no longer choose to queue in A&E.
- We must ensure that those people with serious or life threatening emergency care needs receive treatment in centres with the right facilities and expertise in order to maximise chances of survival and a good recovery.
- We must connect all urgent and emergency care services together so the overall system becomes more than just the sum of its parts

(Professor Sir Bruce Keogh, NHS Medical Director for England)*

Supporting self care

National position

- Provide more easily accessible and better information about self-care options.
- Development of standardised care planning.

Gloucestershire position

- Expert Patient Programme
- Technologies, including Telehealth

Helping people with urgent care needs to get the right advice or treatment in the right place first time.

National picture

- Significantly enhance NHS111 so it becomes the smart call to make. This enhanced service will have:
 - ❖ Access to relevant aspects of patient medical records.
 - ❖ Access to advice from a wider range of professionals.
 - ❖ Ability to directly book appointments.
 - ❖ Ability to provide patient with immediate response if required

Gloucestershire position

- Enhanced NHS111 service
- Directory of service development

Providing highly responsive urgent care services outside of hospital so people no longer choose to queue in A&E

National position

- Provide faster and consistent same day, everyday access to primary care and community services for people with urgent care needs.
- Harness the skills and accessibility of community pharmacists.
- Develop 999 ambulances so they become mobile urgent treatment services.
- Support the coordination of community based urgent care services in coordinated urgent care centres.

Gloucestershire position

- Primary care offer
- Rapid response/Integrated Community Teams
- Healthy Living Pharmacies
- Deep Vein Thrombosis/ Ambulatory Emergency Care
- Streamlining Urgent Care
- “Hot” clinics

Ensuring that people with more serious or life threatening emergency needs receive treatment in centres with the right facilities and expertise to maximise chances of survival and good recovery

National position

- 2 levels of hospital based emergency centre:
 - ❖ Emergency Centres
 - ❖ Major Emergency Centres
- Implement the findings of the NHS Services, 7 days a week forum.

Gloucestershire position

- Review of 7 day working within Gloucestershire

Connecting the whole urgent care system together through networks

National position

- Develop Emergency Care Networks.
- Efficient critical care transfer and retrieval system.
- Networks that extend to the Community with free flow of information and expertise between hospital and community.

Gloucestershire position

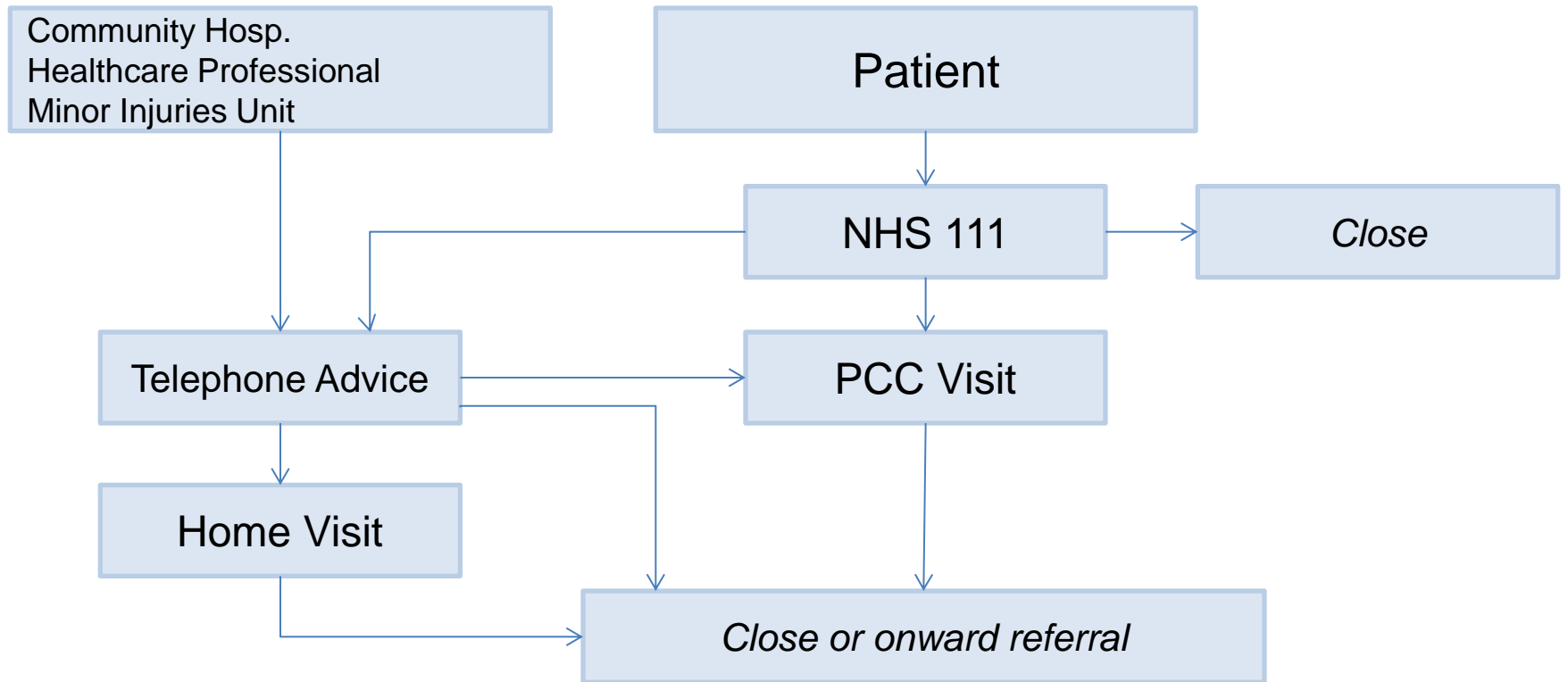
- Urgent Care Working Group
- Discharge Network

Key characteristics we require from an Out of Hours service

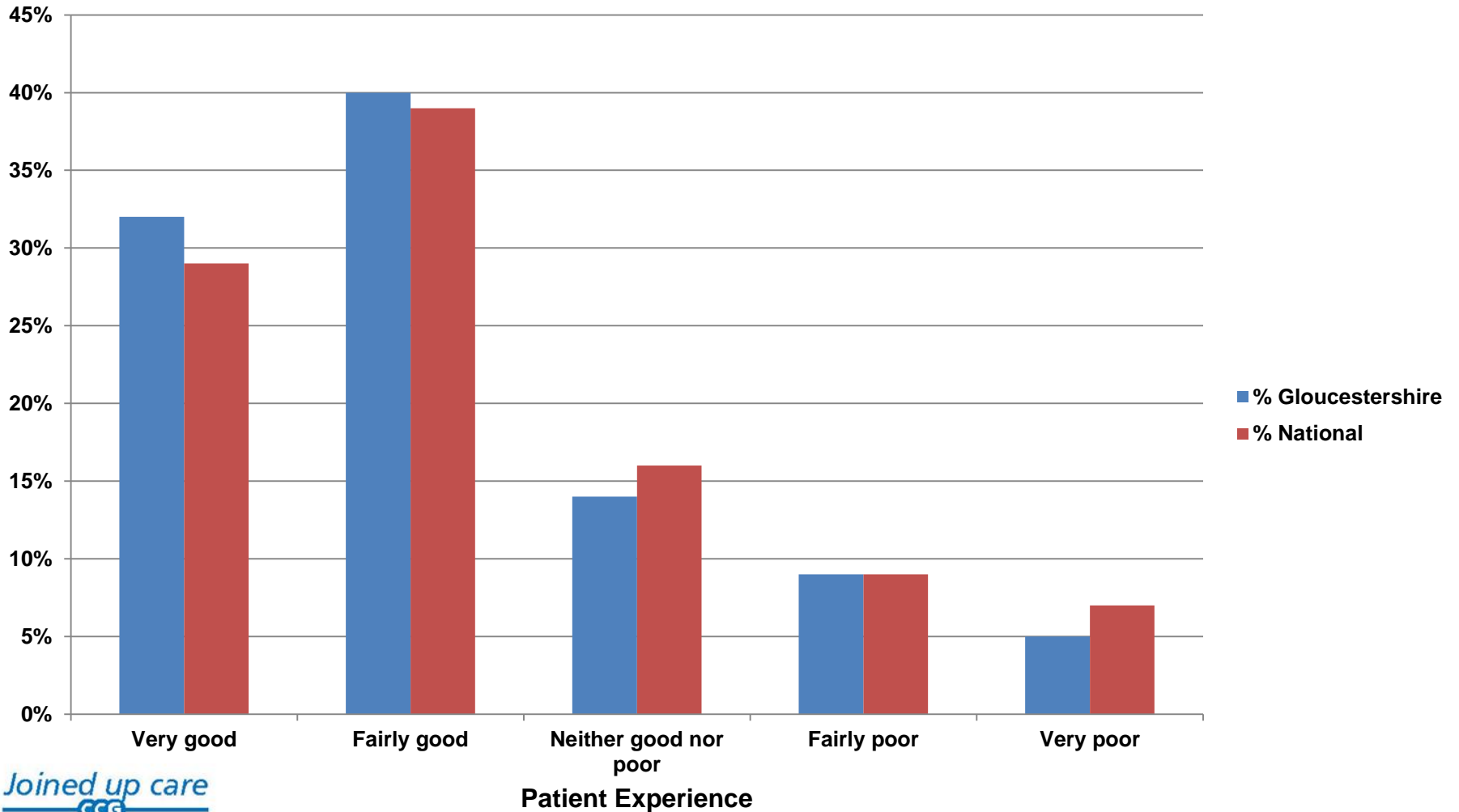
- Defining a quality service
- Horizon scanning: NHS111/Primary Care/7 day working
- Ability to “integrate” and collaborate with other service providers.
- Impact of NHS111 and how the OOHs service will transact.
- Streamline activity divert from the Emergency Departments.
- Admission avoidance/non conveyance.
- Modelling to reflect demographics for Gloucestershire.
- The emerging strategy for coordinated urgent care centres.
- Harnessing of skills and skill mixing to reflect changing urgent care system
- Community Hospitals/Bed based systems

The Current Out of Hours Service in Gloucestershire

Gill Bridgland
Commissioning Implementation
Manager



The GP Patient Survey: Q45. Overall experience of out-of-hours GP services



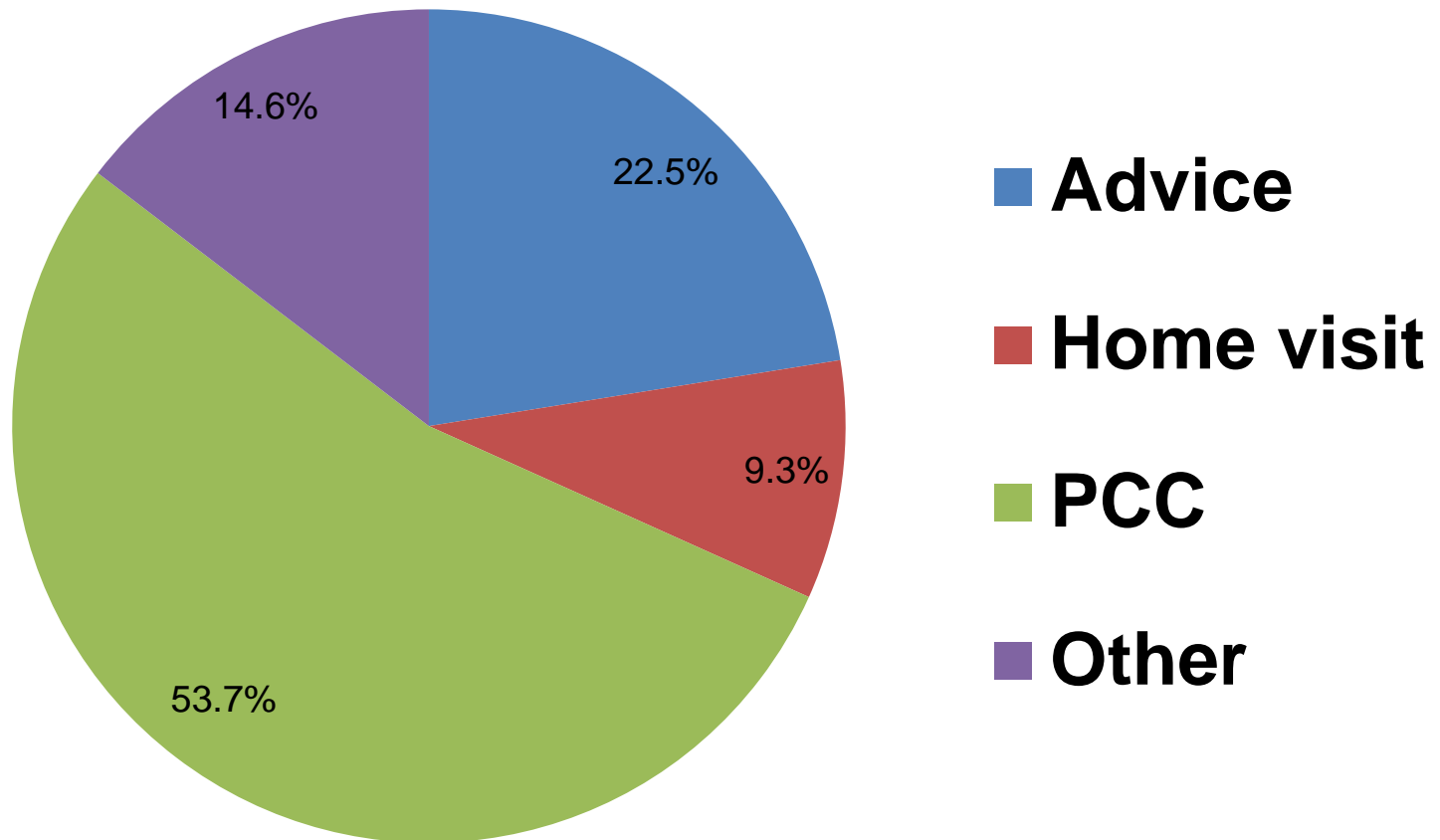
Average demand by hour for each type of day.

Demand by day



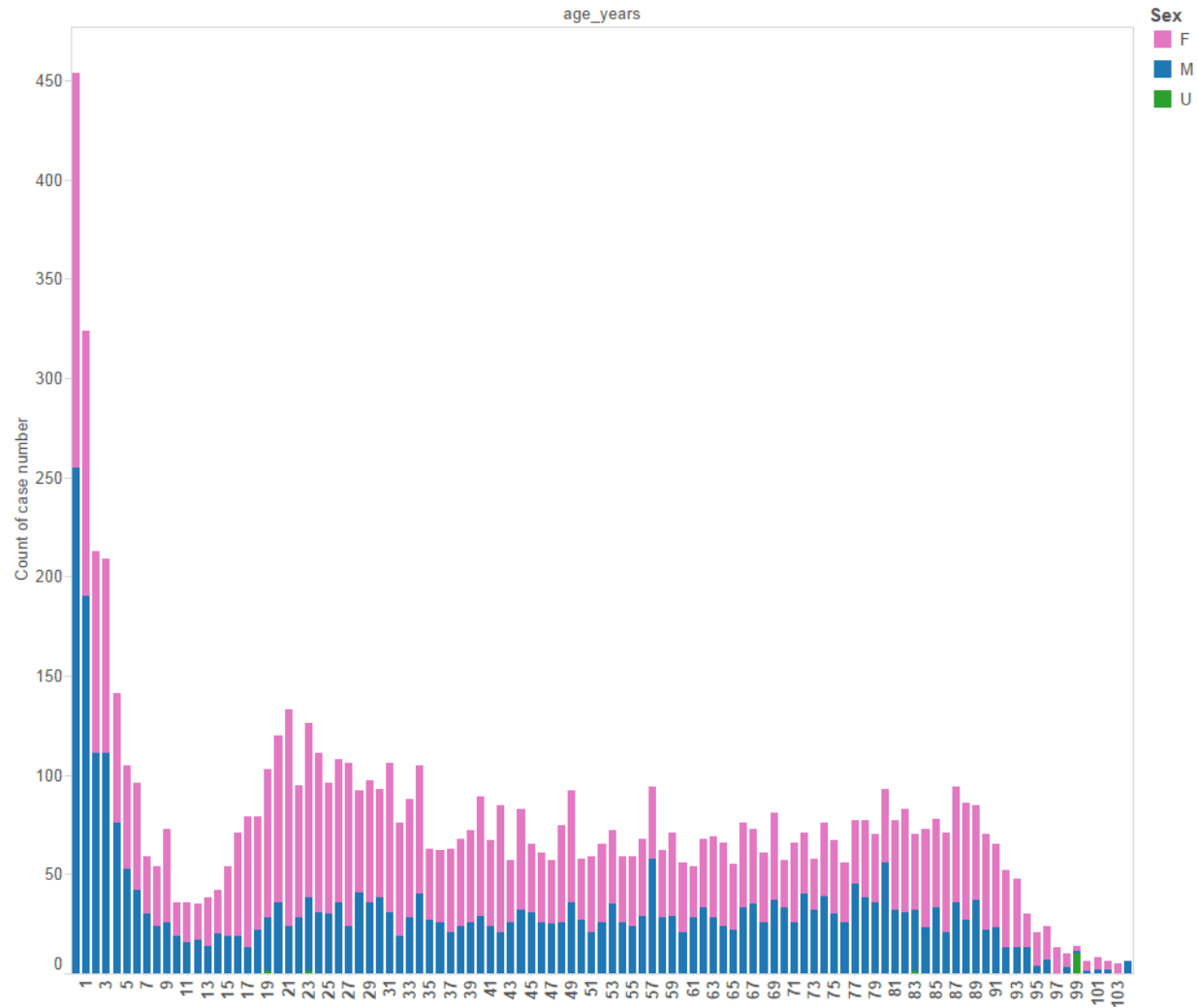
Average Count of case number by daytype for each event_date Hour broken down by event_date_working_day. Color shows details about CaseType_Summary. The view is filtered on CaseType_Summary, which keeps Home Visit, PCC, Telephone Advice and To Be Assessed.

**% of all calls resulting in either Home Visit, PCC or Telephone Advice
April 2013 - February 2014 inclusive**



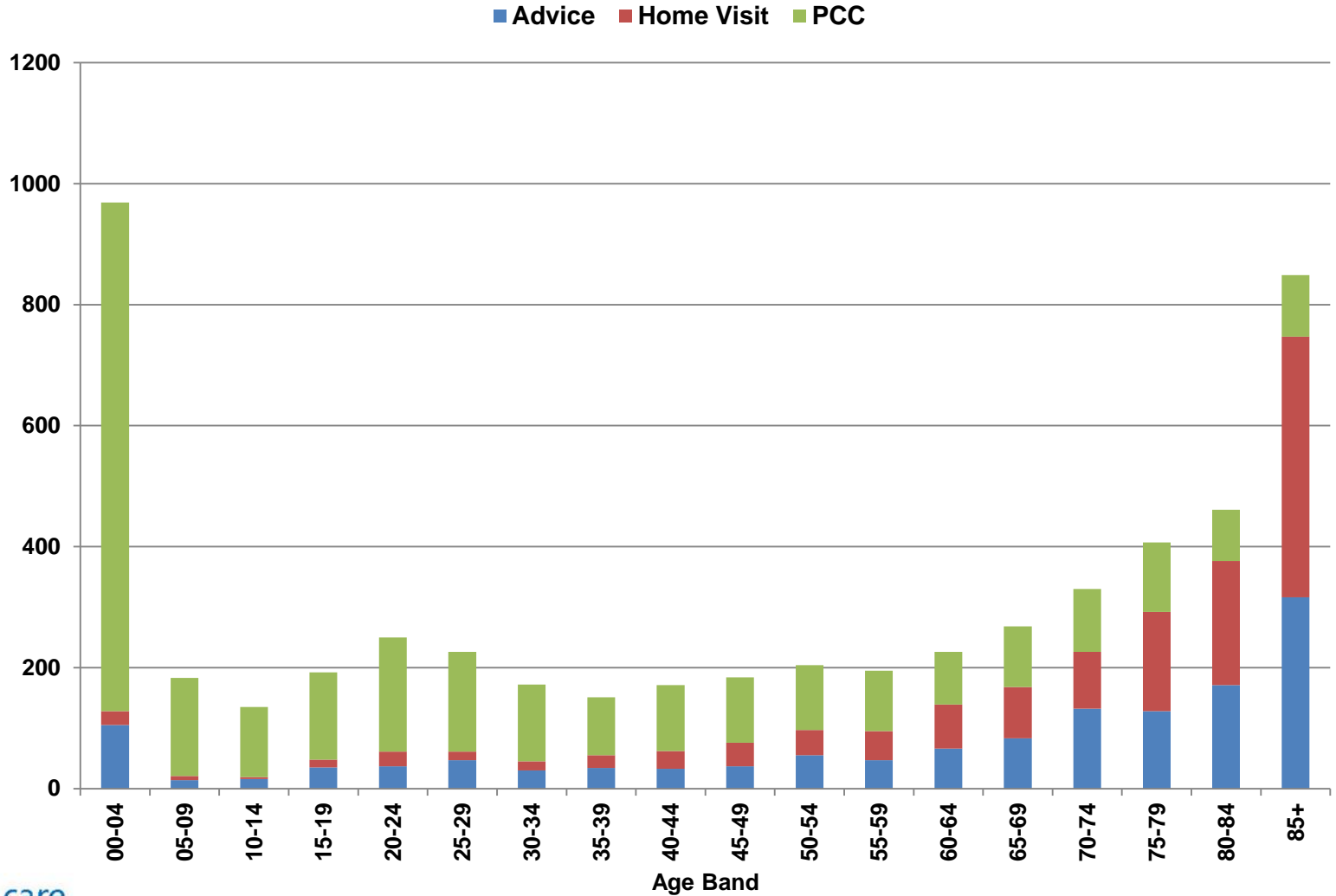
Demand by Age

Demand by age

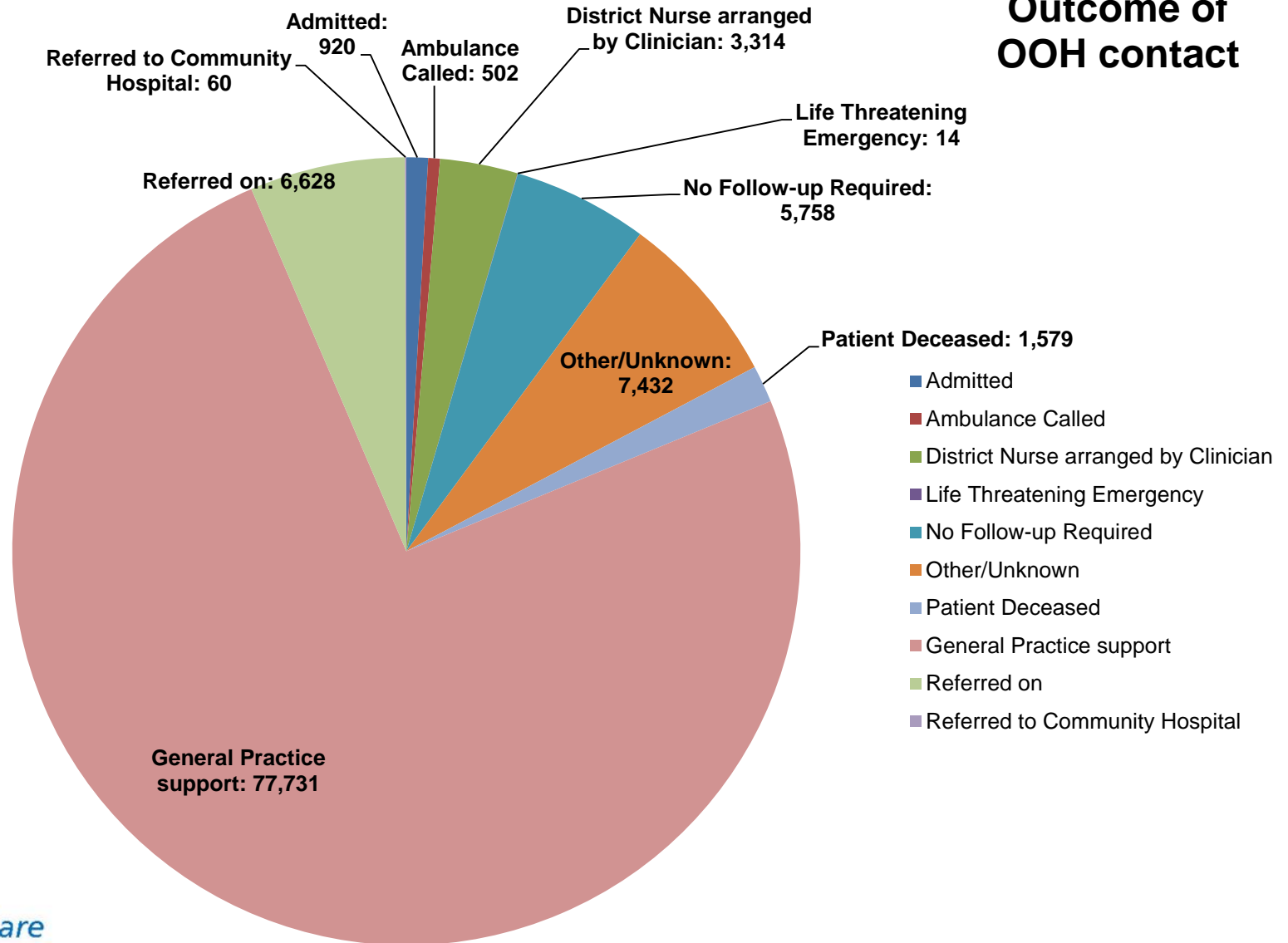


Count of case number for each age_years. Color shows details about Sex. The data is filtered on CaseType_Summary, which keeps Home Visit, PCC, Telephone Advice and To Be Assessed.

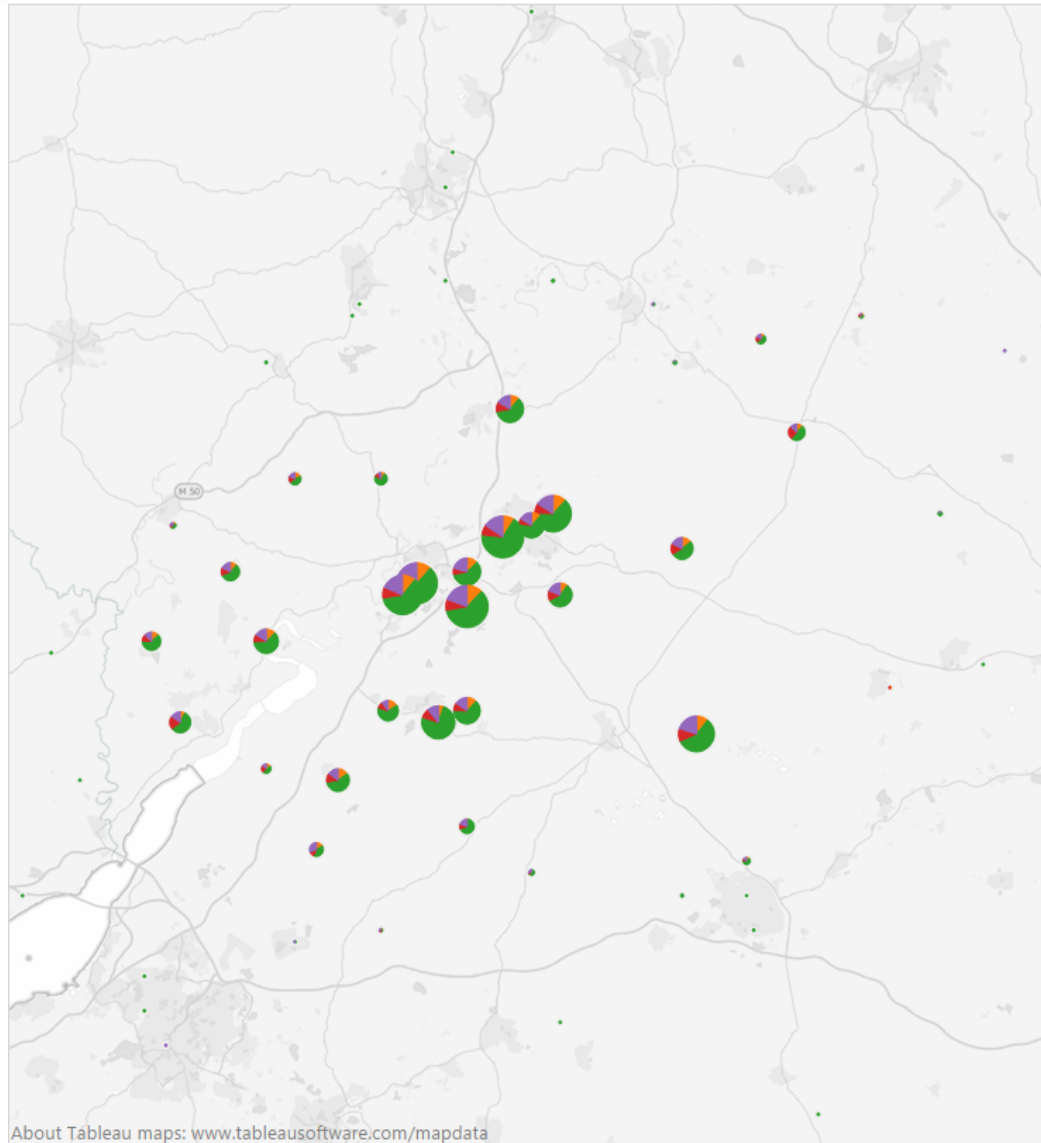
Number of all calls resulting in either Home Visit, PCC or Telephone Advice



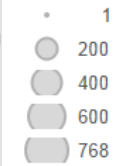
Outcome of OOH contact



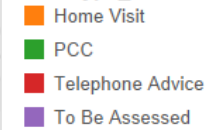
OOH case type on map



Count of case number



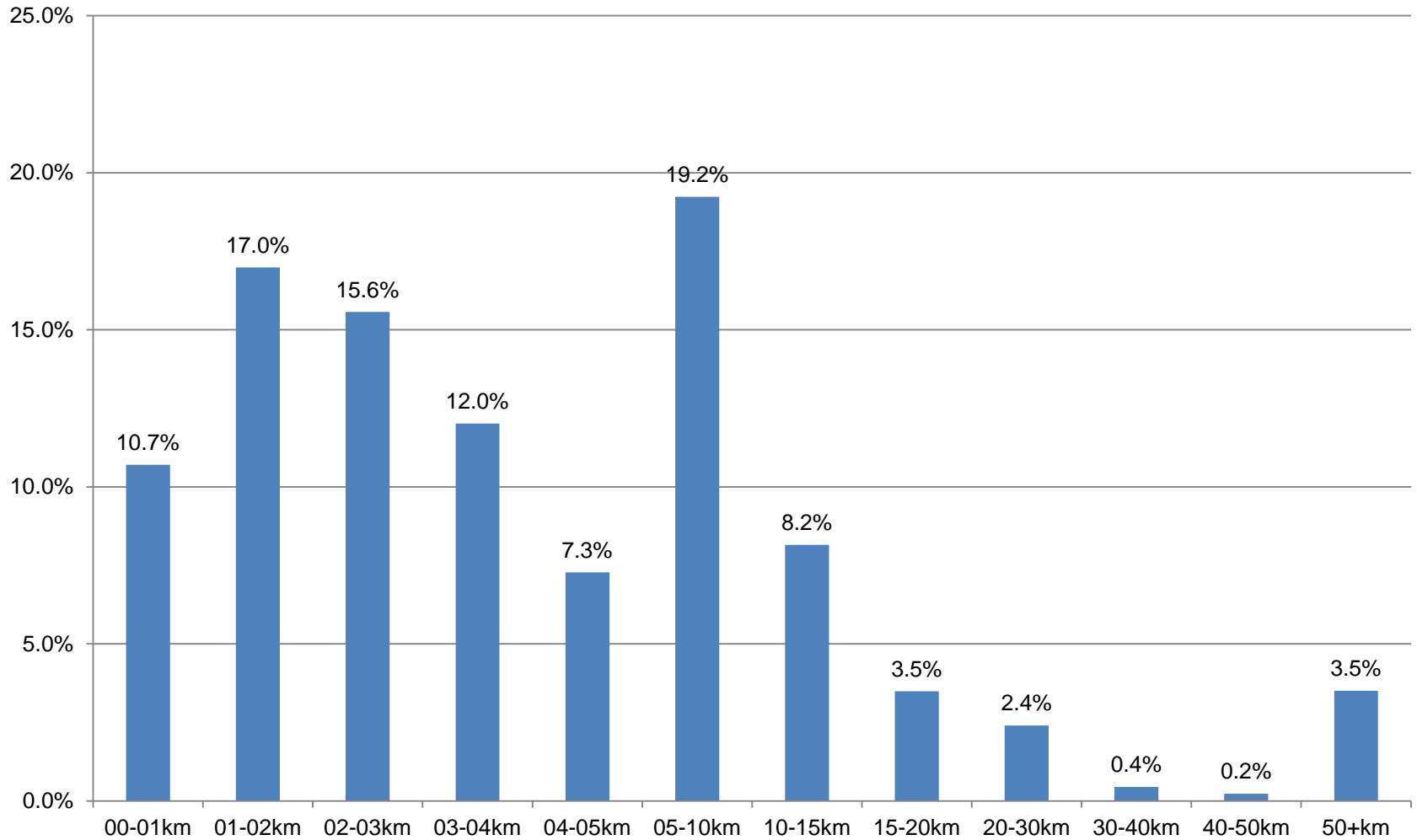
CaseType_Summary



About Tableau maps: www.tableausoftware.com/mapdata

Map based on Longitude (generated) and Latitude (generated). Color shows details about CaseType_Summary. Size shows Count of case number. Details are shown for current_postcode. The view is filtered on CaseType_Summary, which keeps Home Visit, PCC, Telephone Advice and To Be Assessed.

Distance travelled to PCCs - 2013/14



GP Contract Changes for 2014/15

- Extension of Extended Hours Directed Enhanced Service
- Quality monitoring of OOH by GP practices
- Co-operation with OOH providers
- Greater Patient Choice of GP practice
- Named GP for patients aged 75 and older
- New Unplanned Admissions Enhanced Service

Design Principles

- Use the lessons learned from previous procurements
- Consider innovation and best practice in other services which could be replicated in the new Gloucestershire model
- Consider the valuable elements of the current model that are appreciated by the public, commissioners and other providers
- Make connections between other urgent care developments and challenges
- Define the key components of a quality service and quality indicators

Procurement of an Out of Hours service

David Porter
Head of Procurement

Why are we market testing Primary Care Out of Hours Services?

- Existing service contracts are due to expire on 31 March 2015 and cannot be extended legally beyond this date.
- We are required to competitively tender this service in accordance with the NHS Procurement, Patient Choice and Competition regulations 2013.
- There is an established and mature provider market place and we anticipate receiving a high level of interest
- The local Urgent Care System has changed considerably over the past 12 months including the introduction of NHS 111 and Integrated Community Teams. We need to ensure we commission a Primary Care OOH service that compliments this changing environment

Procurement Timescales:

Key milestone	Date
Advertisement placed on Supply2Health web site (MOI / PQQ available to prospective bidders)	28 Mar 2014
Deadline for receipt of PQQ submissions	15 May 2014
CCG evaluation process	15 May to 30 May 2014
ITT documents issued to shortlisted bidders	2 Jun 2014
Deadline for receipt of ITT submissions	18 Jul 2014
Presentation / Interview stage	w/c 1 Sept 2014
Evaluation Process completed by	12 Sept 2014
CCG Endorsement Process	w/c 22 Sept 2014
EU voluntary standstill period	30 Sept to 9 Oct 2014
Appoint provider	10 Oct 2014
Contract mobilisation	Oct 2014 to Mar 2015
Service Commencement	1 Apr 2015

Activity: Developing our local service

Caroline Smith
Head of Community Involvement