

Document Title: **Overview and Scrutiny Committee Report -All Day Health Centre Services and GP Seven day working proposal, Wirral CCG**

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1 Overview

- 1.1 After a review of GP Services by NHS England and how patients access care was considered by an Urgent Care Review by NHS Wirral, it was recognised that the All Day Health Centre is predominately accessed by patients using the services whilst also being registered at other Wirral Practices.
- 1.2 The All Day Health Centre was initially developed after the “Darzi Review” to provide GP services from 8.00am to 10.00pm seven days per week for Wirral residents, but this commissioned service has only available at this centre on the Arrowe Park Hospital site, Upton, Wirral.
- 1.3 Discussions between NHS England North (Cheshire & Merseyside) and NHS Wirral CCG in the last two years have led to the development of a proposal to provide a fairer, more equitable access for GP services over seven days per week and outside of normal core hours at a large scale in multiple hubs in key locations, to all Wirral residents, away from the main Hospital site.
- 1.4 This action is responsive to the GP Five Year Forward View (October 2014) focus of improving access to GP services, and this drive has been given further direction within the General Practice Forward View (Chapter 5, April 2016) in which CCGs are required to Commission routine appointments at evening and weekends to meet demand, plus additional investment for improved IT access to patient records

2 Background

- 2.1 On 1 April 2011 NHS Wirral entered into Alternative Provider Medical Service Contract for a period of three years with Wirral Community Trust for the All Day Health Centre, initially as part of a joint contract with Leasowe Primary Care Centre which was later amended to just a contract for the All Day Health Centre when the contract for Leasowe was tendered.
- 2.2 The practice provides care on the Arrowe Park Hospital site from 8.00am - 10.00pm, seven days per week including Bank Holidays, to a very small registered list (circa 600 patients), and any Wirral resident who wishes to access the service. The majority of patient encounters are from Wirral patients using the service, who are registered with another GP but access the service as an alternative to their usual general practice or are seeking emergency care
- 2.3 The All Day Health Centre was reviewed and it was agreed by Cheshire, Warrington & Wirral Area Team that the contract would be granted an additional twelve month extension. This period has further extended by NHS England explicitly to enable the health and social care system on Wirral to progress their plans for the redesign of Urgent Care without the de-stabilising effect of this service ending. The extension end date is 30 September 2016.

3 CCG Plans

- 3.1 Strategic discussion with CCG Directors resulted in an agreement to progress the future provision of seven day working within Wirral at pace, in line with NHS England's vision for accessible care and the CCG Unplanned Care strategy. NHS England will support the work programme undertaken by NHS Wirral CCG to develop routine access to medical services for all Wirral residents.
- 3.2 The General Practice Forward View provides a strategic steer to CCGs that they are expected to commission additional routine access to GP services during evenings and weekends by 2020/21
- 3.3 The CCG have developed a proposal to offer a Locally Commissioned Service (LCS) to the primary care community in Wirral via a 'GP Provider Alliance'. The LCS in Wirral will commence from October 2016 for an 18 month pilot period. The pilot process would be used to review the outcomes associated with the service and revise the model to ensure it meets the needs of the Wirral population.

3.4 Proposed Pilot Service Model

3.4.1 The CCG has drafted a 'high level' service framework to which primary care providers will be expected to deliver the new service model. The primary care providers will be asked to develop a more detailed service specification prior to the service going live in October 2016. Further stakeholder engagement including with members of the public will also be undertaken to refine the model. The current draft service model criteria includes:-

- Single service model across Wirral via a 'GP Provider Alliance' available to all Wirral registered patients.
- Service available outside of core opening hours (After 6.30pm Monday to Friday and on a weekend) from a number of sites across Wirral.
- Pre bookable appointments should be offered (up to 2 weeks in advance)
- Dedicated single telephone number plus online and video consultation options
- A small number of 'Primary Care Access Hub' Delivery site(s) sited for best access of all Wirral patients will be provided (not Arrowe Park, use existing 'already doors open' infrastructure and within 400 metres of main bus route).
- Workforce to include as a minimum GPs, practice nurses, health care assistants, reception staff and a service co-ordinator
- Single IT system (EMIS) plus Wirral Care Record
- Full access to patients own GP practice medical record (Clinician read/write if to patients own medical record consent given)
- Service Level: Full General Medical Services with longer term consideration for integrating other community/acute/social care/third sector services ("Primary Care Hub")
- Exclusions: Home visits, urgent same day appointments and non-Wirral registered or resident patients.

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- Outcomes: Improve patient experience of accessing GP services with focus on working people, carers and those with young families.
- Optional: E-consult (triage) and tele consultations

3.4.2 The proposed delivery sites which are subject to confirmation include:

- a) Civic Medical Centre (Bebington)
- b) Claughton Medical Centre (Claughton/Oxton)
- c) Eastham Group Practice (Eastham)
- d) St Hilary Group Practice (Wallasey)
- e) Marine Lake Medical Practice (West Kirby)
- f) Miriam Medical Centre (Birkenhead)
- g) Parkfield Medical Centre (New Ferry)
- h) Somerville Medical Centre (Wallasey)

4 Patient List

- 4.1 The All Day Health Centre has a very low registered practice list (approximately 600 patients, in comparison to the average practice size of 6000 patients). The patients are evenly spread across Wirral, although some patients historically followed a GP from the Leasowe area, who worked at the service.
- 4.2 Unfortunately, without the funding for the wider GP service, maintaining the registered list would not be a viable option as a stand-alone service. A patient engagement exercise has commenced with the registered patient list regarding the list dispersal and will continue over the next ten weeks.
- 4.3 A dedicated team will communicate directly with the registered patients by
 - writing to all patients on the registered list
 - offering direction and support to find new GP practices closer to the patient home address
 - dedicated phone line and email address to help answer queries (including translation services)
 - hosting two engagement 'drop in' sessions at the All Day Health Centre site
 - the team will review the registered list for any patient identified as vulnerable or requiring additional support in finding a new practice (patients with on-going treatment, children on 'at risk' registers etc.)
 - helping patients with particular needs or requests find a suitable practice (for example patients looking for evening appointments will be directed to appropriate practices)
- 4.4 In the majority of cases patients will be able to secure registration at practice closer to their home address, which will also result in less travel. Wirral is fortunate to be able to offer good choice of GP practice to Wirral residents.

5 Financial Impact

- 5.1 The current APMS Contract value for the whole service, registered list and other Wirral patient, who wish to attend, is £440,000 per annum.
- 5.2 The registered list equivalent value is estimated at £125.00 per patient base on income in line with GMS pricing (including GMS Price per patient, Enhanced Services and QOF). Therefore, the current list of approximately 600 patients NHS England equates to approximately £80,000.
- 5.3 This remaining amount of the original total contract value, £360,000, funded the service for patients also being registered and funded at their own Wirral practice will be transferred to Wirral CCG, and will be committed to support the continued delivery of seven day access to medical services in Wirral.

6 Recommendations

- 6.1 The Wirral Health Overview and Scrutiny Committee are requested to:
 - i. Note the contents of this paper.
 - ii. Support the development of a fair equitable seven day access service for Wirral.
 - iii. Note the dispersal of the small registered patient list.
 - iv. Receive an updated paper from NHS Wirral CCG regarding the progress of the new Wirral GP Service.