

Overview and Scrutiny Committee Report

All Day Health Centre Services and GP Seven day working proposal, Wirral Clinical Commissioning Group

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Prepared by: Carla Sutton, Senior Contract Manager,
NHS England North (Cheshire & Merseyside)
Martyn Kent, Head of Primary Care Transformation, NHS Wirral Clinical
Commissioning Group

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The NHS Commissioning Board (NHS CB) was established on 1 October 2012 as an executive non-departmental public body. Since 1 April 2013, the NHS Commissioning Board has used the name NHS England for operational purposes.

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1 Overview

- 1.1 After a review of GP Services by NHS England and how patient's access care was considered by an Urgent Care Review by NHS Wirral Clinical Commissioning Group, 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 Clinical Commissioning Group 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 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 Clinical Commissioning Groups 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 Wirral Primary Care Trust 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 ended and the service was tendered.
- 2.2 The practice provided 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 wished to access the service. The majority of patient encounters were from Wirral patients using the service, who were also registered with another GP but accessed the service as an alternative to their usual general practice or 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 was 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 was 30 September 2016.

3 NHS Wirral Clinical Commissioning Group Plans

- 3.1 Strategic discussion with NHS Wirral Clinical Commissioning Group 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 Clinical Commissioning Group Unplanned Care strategy. NHS England will support the work programme undertaken by NHS Wirral Clinical Commissioning Group to develop routine access to medical services for all Wirral residents.
- 3.2 The General Practice Forward View provides a strategic steer to Clinical Commissioning Groups that they are expected to commission additional routine access to GP services during evenings and weekends by 2020/21.
- 3.3 NHS Wirral Clinical Commissioning Group is developing a proposal to offer a new pilot service to deliver upon this requirement via the two emerging GP Federations on Wirral from early 2017. 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.

4 Proposed Pilot Service Model

- 4.1 The new pilot service will provide access to GP services at a number of hub sites across Wirral in each of Wirral's four Parliamentary constituencies. The aim of the service will be to improve the experience of patients accessing GP services who sometimes have difficulty now, such as:
 - a) Working people
 - b) Carers
 - c) People with young families
- 4.2 The service will be operational between 6.30pm - 8:00pm Monday to Friday and 10:00am – 2:00pm on a Saturday. The delivery sites will be open on a rotational basis and will only accept pre booked patients. Patients may be able to book an appointment up to 1 week in advance via their own registered GP practice. Clinicians working within the service will have access to the full GP medical record of patients who choose to use the service.
- 4.3 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)

- 4.4 An additional bid is being made by NHS Wirral Clinical Commissioning Group to the Estates and Technology Transformational Fund of NHS England for supporting Information Technology Infrastructure for the new service (Medical Record sharing and access).
- 4.5 The initial funding for the service provided by NHS England of approximately £1 per Wirral patient (£340,000) only allows a limited service to be piloted initially in 2017/18 (138 GP appointments per week).
- 4.6 The budget for the service increases to £3.34 in 2018/19 and £6 per Wirral GP registered patient in 2019/20 (circa £2,000,000) as per NHS Planning and Contracting Guidance 2017-2019.

5 Patient List

- 5.1 The All Day Health Centre had a very low registered practice list (approximately 600 patients, in comparison to the average practice size of 6000 patients). The patients were evenly spread across Wirral, although some patients historically followed a GP from the Leasowe area, who worked at the service.
- 5.2 Unfortunately, without the funding for the wider Primary Medical Care service, maintaining the registered list was not a viable option as a stand-alone service. A patient engagement exercise commenced with the registered patient list regarding the list dispersal.
- 5.3 A dedicated team communicated 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 three engagement 'drop in' sessions at the All Day Health Centre site
 - the team reviewed the registered list to identify any vulnerable patients or requiring additional support in finding a new practice (patients with on-going treatment, children on 'at risk' registers etc.)
 - helped patients with particular needs or requests find a suitable practice (for example patients looking for evening appointments will be directed to appropriate practices)
- 5.4 In the majority of cases patients secured registration 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.
- 5.5 The Walk in Centre and GP Out of Hours Service continue at the All Day Health Centre site.

6 Financial Impact

- 6.1 The contract value for the whole service, registered list and other Wirral patients, who wished to attend, was £440,000 per annum.
- 6.2 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 list of approximately 600 patients NHS England equates to approximately £80,000.
- 6.3 This remaining amount of the original total contract value, £340,000, funded the service for patients also registered and funded at their own Wirral practice has been transferred to NHS Wirral Clinical Commissioning Group, and will be committed to support the continued delivery of seven day access to medical services in Wirral.

7 Recommendations

- 7.1 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 regarding the progress of the new Wirral GP Service from NHS Wirral Clinical Commissioning Group.