

ADULT CARE AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE**12 SEPTEMBER 2018**

REPORT TITLE	Community Phlebotomy Service Update
REPORT OF	Chief Officer, NHS Wirral Clinical Commissioning Group (CCG)

REPORT SUMMARY

This report provides an update on the recent re-commission and implementation of the Community Phlebotomy Service, commissioned by NHS Wirral Clinical Commissioning Group.

The new service commenced on 1 July 2018 and is available at 45 different locations across Wirral.

The Community Phlebotomy Service will support the *Healthy Wirral* agenda as part of the Wirral Plan 2020 by helping to support Wirral residents to keep as healthy as possible and reduce health inequalities.

This new service has an impact upon all residents in all Wards within the Borough.

RECOMMENDATION

The Adult Care and Health Overview and Scrutiny Committee are asked to note the content of this report.

SUPPORTING INFORMATION

1.0 INTRODUCTION

- 1.1 In December 2017, NHS Wirral Clinical Commissioning Group's (CCG) Governing Body approved the proposal of a GP practice led service delivery approach. This was following clinical and patient engagement which highlighted a high level of interest for a GP practice-led delivery model.
- 1.2 NHS Wirral CCG has contracted with all 51 Wirral GP practices for them to provide a Community Phlebotomy Service on behalf of their patient population.
- 1.3 The new service commenced on 1 July 2018. The key changes to the service are;
 - More clinics available across Wirral
 - Longer opening hours from 8am to 6pm
 - Offer of pre-booked appointments and drop-in clinics

2.0 SERVICE IMPLEMENTATION

- 2.1 Overall, there are 7 providers, either delivering the service independently or as a Federation on behalf of their member practices. These are as follows;

GP Provider (GPW-Fed) Ltd
Primary Care Wirral Federation (PCW)
St Catherine's Surgery
Heatherlands Medical Centre
Hamilton Medical Centre
Liscard Medical Centre

TCG Medical Services comprising of;

- TG Medical Centre
- Leasowe Primary Care Centre
- Townfield Health Centre
- Woodchurch Medical Centre
- Prenton Medical Centre

- 2.2 All implementation plans received from interested practices/federations provided NHS Wirral CCG with assurance on their ability to meet all service requirements in line with the service specification.
- 2.3 A three month mobilisation period commenced in April 2018 in the lead up to 1 July 2018 commencement date.
- 2.4 The service is now available at 45 different locations across Wirral, offering a combination of drop-in and pre-bookable appointments to patients. Please see Appendix 1 for clinic locations.

2.5 Communications

2.6 To ensure upon a smooth service transition, communications and updates were provided to all GP practices throughout the implementation process.

2.7 Uniform patient and the public communications advising of the changes commenced one month prior to service launch. To minimise any disruption and confusion, patients were advised to contact their respective GP practice for further details on how they access the service from 1 July 2018. This was due to the variety of clinics available.

2.8 Communications included;

- Verbal updates to patients by Wirral Community NHS Trust staff (at previous hub locations)
- Posters and leaflets displayed within GP practices
- GP practice Patient Participation Group involvement
- Wirral Community NHS Foundation Trust website
- GP practice websites
- CCG website and social media
- Article in the Wirral Globe and on social media

2.9 Wider stakeholder communications were also issued to Wirral University Teaching Hospital NHS Foundation Trust, Patient Advice and Liaison Service (PALS), WIRED, Healthwatch and Cheshire & Wirral Partnership Trust to advise of the changes and to raise awareness.

2.10 Complaints

2.11 As at 31 July 2018 only 3 patient complaints have been received by NHS Wirral CCG since the launch of the service. This is a significant improvement compared to the number of complaints received previously, and considering the service manages approximately 16,000 blood tests a month.

2.12 Of these complaints, 2 were in regards to there not being a clinic in Heswall, and 1 was in regards to the clinic information detailed on a practice's information leaflet. Providers have been made aware of the issues raised so the necessary action can be taken.

2.13 GP practices are also receiving positive feedback from their patients.

2.14 Performance Management

2.15 Monthly performance reporting is required from all providers. Any issues in service delivery will be raised as part of the formal contract monitoring process.

3.0 FINANCIAL IMPLICATIONS

3.1 The annual budget of £798,709 has been disaggregated to all 51 individual member practices using a fair share approach, via a NHS standard contract. This budget includes the provision of all consumables and transport of blood samples to the laboratories.

4.0 LEGAL IMPLICATIONS

4.1 NHS Wirral CCG sought formal legal advice on the chosen commissioning approach prior to final approval by its Governing Body. There are no ongoing or new legal implications.

5.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS

5.1 PCW Federation is working in collaboration with the previous provider - Wirral Community NHS Foundation Trust, and have co-designed their delivery model.

5.2 No staff have been made redundant as a result of this sub-contract arrangement. This has also mitigated against any potential financial risk to the wider health care economy.

6.0 RELEVANT RISKS

6.1 Risks and mitigating actions will be monitored and reviewed throughout the contracting period.

7.0 EQUALITY IMPLICATIONS

An Equality Impact Statement (Stage 1) has been completed and is embedded: -



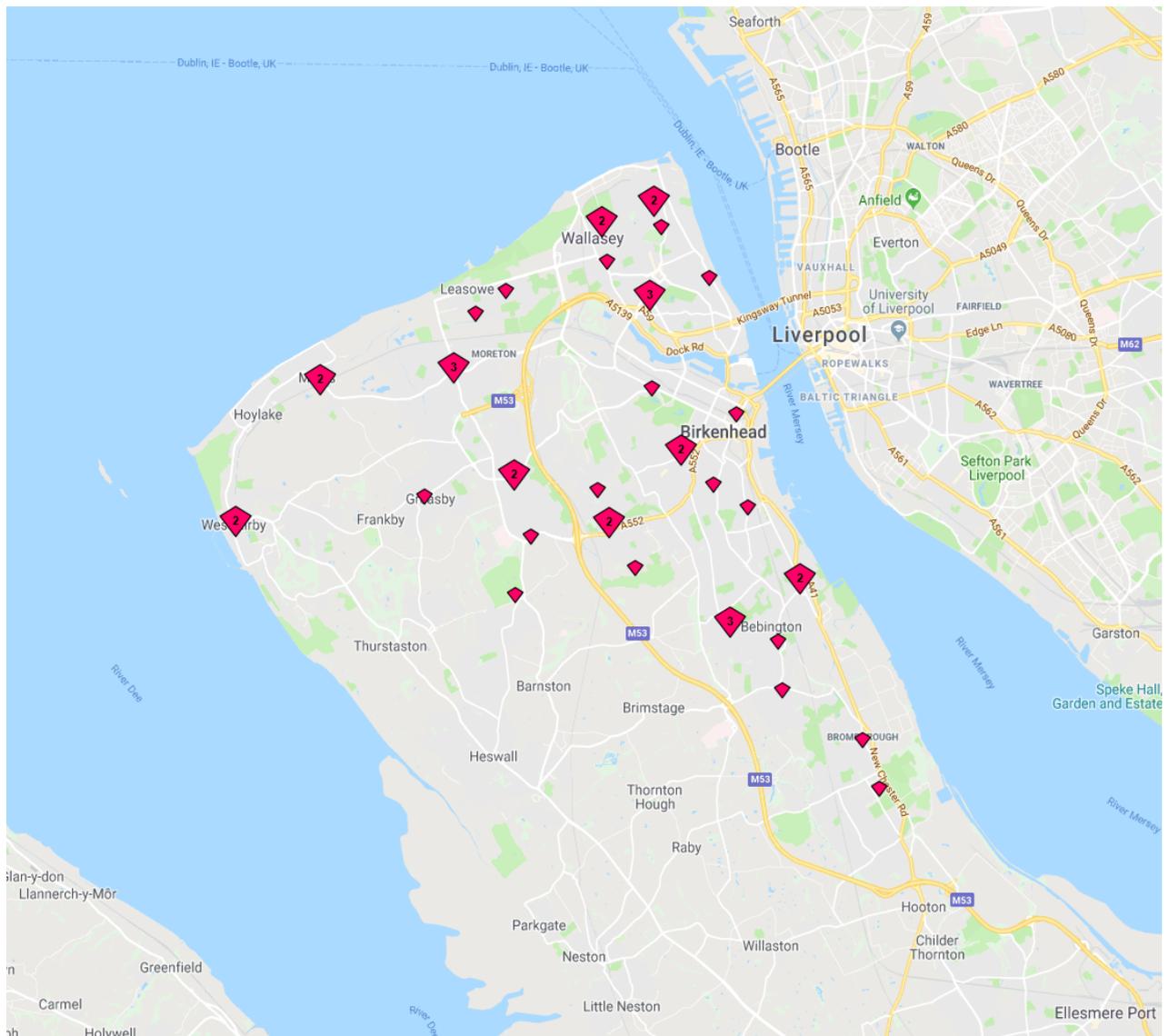
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SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Overview and Scrutiny Committee	20 March 2018

Locations of phlebotomy clinics held across Wirral



NB: Pins with a number denote the number of clinic locations within that area i.e. there are 2 in West Kirby.