



ADULT CARE AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE

26 JUNE 2019

REPORT TITLE	Community Phlebotomy Service – Proposed Revised Service Delivery Model
REPORT OF	Chief Officer, Wirral Health & Care Commissioning

REPORT SUMMARY

This report details the proposed revised delivery models for the Community Phlebotomy Service from 22 member GP practices of Primary Care Wirral Federation which will commence on 1 July 2019.

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 Wirral Health & Care Commissioning (WH&CC) has contracted with all 51 Wirral GP practices for the provision of the Community Phlebotomy Service on behalf of their patient population. The current service commenced on 1 July 2018.
- 1.2 The service is currently delivered by; GP Wirral Federation on behalf of its member practices, TCG Medical Group on behalf of its 6 practices, 4 practices are providing it in-house and PCW Federation have co-ordinated a sub-contract approach with Wirral Community NHS Foundation Trust (WCFT) who deliver the service on behalf of their 22 member GP practices.
- 1.3 Following ongoing issues and concerns raised by patients, PCW federated practices and other stakeholders regarding the delivery of the service, WH&CC intervened where the remaining 22 practices have not provided a service in line with requirement. As a result a revised delivery model was proposed by PCW Federation and WCFT in January 2019. This was presented to an extraordinary Primary Care Co-Commissioning Committee on 22 January 2019. The proposed revised model was not approved by the Committee for the following reasons; specification requirements not met, lack of evidence of patient engagement, non-completion of impact assessments to support a significant reduction in provision from a number of locations, demand management concerns in regards to a significant increase in referrals for domiciliary visits not addressed and lastly it did not support equity of access for all patients across Wirral.
- 1.4 Subsequently this resulted in WCFT serving notice to all 22 GP practices, as they were unable to provide a sufficiently high quality service for their patients whilst also meeting the service specification. These contracts will cease on 30 June 2019.
- 1.5 There have been no issues in terms of service delivery with the remaining 29 practices who have been delivering the service without any concerns for near one year.

2.0 SERVICE PROVISION

- 2.1 Due to notice being served by WCFT as subcontractor, WH&CC requested revised delivery plans from the 22 PCW federated practices as to how the service will be provided for their patients from 1 July 2019. WH&CC has supported both individual practices and PCW Federation throughout the development of their revised proposals.
- 2.2 A range of models have been developed consisting of the majority of practices providing the service in-house, some working as a collaborative and 1 practice sub-contracting to GP Wirral Federation.
- 2.3 These proposals were submitted to the Primary Care Co-commissioning Committee on 14 May 2019 for approval. All proposals were approved, resulting in the majority of Wirral practices providing the service from their own practice location with greater flexibility to manage demand if required.

2.4 A summary of the approach taken by each practice is as follows;

Practices providing the service independently:

- Marine Lake Medical Practice
- Estuary Medical Practice (previously known as TG Medical Centre)
- Heswall & Pensby Group Practice
- The Warrens Medical Centre
- Greasby Group Practice
- Upton Group Practice
- Paxton Medical Practice (includes Fender Way Health Centre)
- Vittoria Medical Centre (K)
- The Village Medical Centre
- St Georges Medical Centre
- The Manor Health Centre
- Commonfield Road Surgery

Practice collaborating:

- Riverside Surgery - Sunlight Group Practice will undertake domiciliary visits on their behalf
- Somerville Medical Centre & Central Park Medical Centre – all drop-in sessions will be undertaken at Central Park Medical Practice. Phlebotomist staffing resources will be shared as and when required.
- Healthier South Wirral consisting of; Allport Surgery, The Orchard Surgery, Spital Surgery, Eastham Group Practice, Civic Medical Centre and Sunlight Group Practice. Patients will be able to utilise the appointment and drop-in sessions at all practices within this model.

Practices sub-contracting with GP Wirral Federation to deliver the service on their behalf:

- Vittoria Medical Centre (G)
- Whetstone Medical Centre

2.5 Practices have based their service models on historic activity data from WCFT and will manage referral demand accordingly. This will include the appropriate management of domiciliary visit requests to ensure only house bound patients receive a home visit.

2.6 The majority of practices will be providing an in-house provision from 1 July 2019, therefore this will ensure upon Wirral wide access for all patients, either at their own or neighbouring practice. This also provides practices with greater flexibility to meet demand. Practices not delivering an in-house provision will be working with a neighbouring practice to provide the service on their behalf for their patients.

2.7 Patient engagement has been undertaken via practice Patient Participation Groups with all groups welcoming the proposals of the service being in-house from 1 July 2019. Practices will work with WCFT to advise patients and stakeholder regarding the forthcoming changes.

2.8 The 22 GP practices are now progressing with implementation. Service delivery will be closely monitored by WH&CC post 1 July 2019, with practices being held to account where appropriate. Further work with Healthwatch, the laboratories and other relevant

stakeholders will continue to ensure upon a timely and quality service provision to patients.

3.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS

- 3.1 In terms of staffing, some practices are utilising their existing staff resources such as health care assistants and practice nurses, whilst also training up other practice staff.
- 3.2 WCFT staff are being informed of any recruitment opportunities to minimise any potential impact of redundancy, however to date there has been limited interest and uptake by staff.
- 3.3 In terms of the current redundancy position, consultations and one-to-one discussions have been undertaken between WCFT and its phlebotomy staff with efforts being made to identify other suitable alternative employment. There is a possibility that some staff will unfortunately leave WCFT through redundancy. This position will become clearer over the next few weeks.

4.0 RELEVANT RISKS

- 4.1 As all Wirral GP practices are either delivering the service in-house or working with a local practice, the risk associated with any sub-contract arrangement is significantly reduced.
- 4.2 Any Transfer of Undertakings (Protection to Employment) regulations (TUPE) and redundancy implications are being considered by WCFT. It is worth noting that in the unfortunate position where some phlebotomy staff redundancies may be inevitable, there may be some impact upon the wider healthcare economy.

5.0 EQUALITY IMPLICATIONS

- 5.1 An Equality Impact Statement (Stage 1) has previously been completed. The revised service provision will enhance equity of access for Wirral patients.

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SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Overview and Scrutiny Committee (verbal update)	19 March 2019
Overview and Scrutiny Committee	12 September 2018
Overview and Scrutiny Committee	20 March 2018