**HEALTH AND ADULT SERVICES SELECT COMMITTEE**

**12 NOVEMBER 2013**

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<tr>
<th>Title: Primary Care Urgent Care Surge Pilot Scheme</th>
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**Report of the Barking and Dagenham Clinical Commissioning Group**

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<tr>
<th>Open Report</th>
<th>For Information</th>
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<tr>
<td>Wards Affected: ALL</td>
<td>Key Decision: NO</td>
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**Summary:**
This report provides an update to the HASSC on the primary care urgent care surge pilot scheme which started on 1 October. The scheme is intended to increase capacity in, and access to, urgent GP appointments for registered patients. The scheme will be evaluated to gauge its impact on increased capacity and improved patient experience and access with a final report planned for May 2014.

**Recommendation(s)**
The HASSC is recommended to:

i. Note the update on the pilot scheme

ii. Receive a further report of the evaluation of the scheme in Spring 2014.

**Reason(s)**
This report provides an update to the HASSC on the urgent care “surge” scheme that is being piloted in Barking and Dagenham. A further report will be available once the scheme has been evaluated.
1. Introduction and Background

1.1 The CCG is employing a number of enablers to improve access to primary care, supporting practices to make full use of the range incentives available through the General Medical Services (GMS) contract. These include the Direct Enhanced Service for Extended hours and incentives available in the Quality and Outcomes Framework to review A&E attendances and practice systems for managing urgent requests, same day appointments and use of telephone triage.

1.2 In addition, Barking and Dagenham CCG has developed a local pilot scheme to deliver additional urgent appointments in primary care and to improve access to urgent appointments with GPs. This is one of the ways in which the CCG is responding to clear feedback from stakeholders that they wish to see improved access to GPs in Barking and Dagenham and is part of the CCG’s strategy to improving urgent care.

2. Proposal and Issues

2.1 The CCG offered all practices in Barking and Dagenham the opportunity to participate in the pilot surge scheme. 31 out of 40 practices have signed up to the pilot scheme which started on 1 October and is intended to conclude at the end of March 2014.

2.2 The aim of the scheme is to improve patient experience of, and access to, general practice by providing primary care capacity above core contracted services and supporting patients to use their GP practice as the first port of call for urgent care. The pilot will fund an additional 25,000 appointments offered by GP practices over the six month pilot period. Additional capacity has been commissioned at locality level, based on practice list sizes. The distribution of additional appointments across the borough is outlined in Appendix 1.

2.3 The scheme is intended to deliver the following benefits to patients:

   a) Increased capacity in general practice to provide same day appointments for patients who would otherwise present at other urgent care settings

   b) Improved patient experience and access to general practice through:

      i. Enabling patients to contact a practice by telephone

      ii. Easier booking of appointments

      iii. More positive feedback from patients on the service that they receive

2.4 The pilot will fund practices to offer additional consultations for patients who have been assessed by the practice as having an urgent care need. It is expected that practices will identify patients:

   a) Through their telephone screening process

   b) By redirection from Urgent Care Centres

   c) Through contact by NHS 111

2.5 Consultations should be offered at a time that matches patients demand for urgent care services.
2.6 Practices will be using a range of media, such as practice websites and prescription scripts, to inform patients of the increased access to urgent appointments. Practices have also committed to liaising with local pharmacies to ensure their urgent care plans are communicated widely and patients are encouraged to use their GP practice as the first port of call for urgent care.

2.7 The CCG is providing some resource to support communication to patients. The CCG communications team are developing products for practices to use locally, including graphics for TV content (within practices), while the CCG borough team will support practices to develop their Patient Participation Groups.

2.8 The pilot scheme will be evaluated to see to what extent it has delivered the intended benefits noted above. The evaluation will include analysis of activity data which will show any increase in capacity in primary care as well as changes in activity in other urgent care settings; and analysis of qualitative data on patient experience of the scheme. An interim evaluation will be completed at the end of March 2014 and the evaluation will be complete 6-8 weeks after the scheme ends with the final evaluation report completed in May 2014. The evaluation will inform the CCG’s ongoing strategy to improve urgent care in Barking and Dagenham.

2.9 The CCG will collect activity information on a monthly basis from October and will provide a quarterly activity report to the Urgent Care Board, the first report being due in December 2013.

3. **Options Appraisal**

3.1 The service is being commissioned as a pilot to inform options around the future commissioning of urgent care service in primary care.

4. **Consultation**

4.1 A consultation on the review of walk in centres in Barking and Dagenham was undertaken between February and May 2013. The consultation exercise reported that patients would like more appointments and more flexible appointments with their GP. This reinforced feedback from stakeholder engagement events to gather views on the wider CCG urgent care strategy. Healthwatch Barking and Dagenham also carried out a number of engagement sessions in various public settings with the local community. They asked for people’s views and opinions concerning proposals put forward by the CCG about urgent care services and the closure of the walk in service at Broad Street. Healthwatch provided this collective public response of 200 people surveyed and that 85% would rather use their GP if they could get an appointment in a timely way.

5. **Financial Implications**

5.1 The CCG is investing £500K in 2013/14 to improve primary care access to urgent care appointments. Recurrent funding for 2014/15 will be agreed subject to the pilot evaluation.

**List of appendices:**

- Appendix 1: Distribution of urgent care surge appointments in Barking and Dagenham