

Attachment 6

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| **Report to:** | NEL CCG Joint Co-Commissioning Committee  |
| **Presented by:** | Julie Wilson, Assistant Director Co-Commissioning |
| **Date of Meeting:** | 16th February 2016 |
| **Subject:** | **Update: General Practice 7 Day Working Project** |
| **Status:** | [x]  OPEN [ ]  CLOSED |
|  | [x]  Complies with latest CCG Strategy for Primary Medical Services, if not, please give a brief reason why: |

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| **OBJECT OF REPORT:** |
| This report has been prepared to provide an update to the Joint Co-Commissioning Committee regarding the NEL Docks 7 day project, and to seek agreement to the KPIs for the project. |

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| **STRATEGY:** |
| The 7 day project is in line with CCG strategy. |

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| **IMPLICATIONS:** |
| The Joint Co-Commissioning Committee are already aware of the NEL Docks Collaborative Project (10 Practices), which is designed to test out new ways of providing enhanced access to GP services across 7 days. This project was agreed by NHS England, and is funded by them through Primary Care Transformation Funding. Due to a delay in receipt of funding, the project did not commence until October 2015, as a result of which the NEL Docks group revised their project plan and split it into phases:* Phase 1 – All Practices undertaking GP triage for their own patients’ urgent appointment requests between 8 am to 6.30 pm Monday to Friday. This is now complete and all Practices are doing this.
* Phase 2 – To be implemented from 15th February 2016, phased over 3 weeks. All Practices to provide access to GP triage of urgent appointment requests between 8 am and 8 pm Monday to Friday, and 8 am and 12 noon on Saturdays and Sundays. This will be the point at which Practices are working collaboratively by covering the GP triage through a **shared rota.** The requirement for face to face appointments is supported by the GP OOH services, in the cases where Practices are not already open through extended hours clinics.
* *Phase 3 (optional) – Practices provide GP triage of urgent and routine appointment requests (4 are already doing this and 1 is due to start in April)*
* *Phase 4 (optional) – All practices fully sharing appointment capacity.*

There is a contract in place with NHS England for the project funding, and the final KPIs are yet to be agreed. NHS England has asked the CCG for a view on those KPIs, as to whether these will support future commissioning decisions. The proposed areas are:Metric 1 – AAE attendancesMetric 2 – OOH attendancesMetric 3 – Telephone contacts vs F2F (ratio – should weight towards telephone)Metric 4 – Avg. appointment wait times Metric 5a – Care Home patients AAE attendancesMetric 5b – Care Home patients GP appointments Specific target measures will be developed for each KPI. An additional patient satisfaction measure has been discussed, but it was felt that this may not be suitable in the early stages, as evidence suggests that changes such as this result in higher levels of dissatisfaction initially. However, aside from these KPIs, there will be a full evaluation of all aspects of the service, including patient views, which will provide additional information for the CCG’s commissioning decision. The PPGs of the 10 Practices have also been involved in development so far and a ‘super-PPG’, bringing together members of each individual PPG, has been established.The project will be able to report on a full month of operation of Phase 2 cover by the end of March 2016, and a report will be brought back to the April 2016 Joint Co-Commissioning Committee. |

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| **RECOMMENDATIONS (R) AND ACTIONS (A) FOR AGREEMENT:** |
|  | The Joint Co-Commissioning Committee is asked to:* Note the progress of the NEL Docks Collaborative Project
* Agree the list of proposed KPIs, or suggest amendments
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|  |  | **Yes/****No** | **Comments** |
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|  | Does the document take account of and meet the requirements of the following: |  |  |
| i) | Mental Capacity Act | N/A |  |
| ii) | CCG Equality Impact Assessment | N/A |  |
| iii) | Human Rights Act 1998 | N/A |  |
| iv) | Health and Safety at Work Act 1974 | N/A |  |
| v) | Freedom of Information Act 2000 / Data Protection Act 1998 | Y |  |
| iv) | Does the report have regard of the principles and values of the NHS Constitution?[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\_113613](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_113613) | Y |  |