

Item 7: East Kent Out of Hours GP Services and NHS 111

By: Lizzy Adam, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 27 April 2018

Subject: East Kent Out of Hours GP Services and NHS 111

Summary: This report invites the Health Overview and Scrutiny Committee to consider the information provided by the East Kent CCGs.

It provides additional background information which may prove useful to Members.

1. Introduction

- (a) On 3 June 2016 the Committee received a report from the East Kent CCGs which provided an update about the outcome of the East Kent integrated urgent care service procurement combining NHS 111, GP Out-of-Hours and new care navigation service.
- (b) On 25 November 2016 the Committee considered an update about the implementation of the new East Kent integrated urgent care service contract provided by Nestor Primecare Limited.
- (c) On 20 September 2017 the Committee was provided with an update following Primecare being rated as Inadequate and being placed into Special Measures by the Care Quality Commission (CQC) on 3 August 2017.
- (d) On 24 October 2017 the Committee was notified that Primecare had opted to exercise its right to serve an accelerated notice period of three months on Friday 29 September 2017. On 14 November the Committee was formally notified that Integrated Care 24 (IC24) would take over the contract from the beginning of December.
- (e) On 26 January 2018 the Committee received an update about the implementation of the new contract by IC24. The Committee agreed the following recommendation:
 - *RECOMMENDED that the report be noted, and the East Kent CCGs be requested to provide a written update in March to confirm that the Deal, Herne Bay and Romney Marsh bases had been re-opened by the 28 February 2018.*
- (f) The Committee was due to consider this item on 2 March 2018; the meeting was cancelled due to the adverse weather conditions.

2. Recommendation

RECOMMENDED that the report on the East Kent Out of Hours GP Services and NHS 111 be noted.

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Background Documents

Kent County Council (2016) *'Health Overview and Scrutiny Committee (03/06/2016)'*,

<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=6259&Ver=4>

Kent County Council (2016) *'Health Overview and Scrutiny Committee (25/11/2016)'*,

<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=6263&Ver=4>

Kent County Council (2017) *'Health Overview and Scrutiny Committee (20/09/2017)'*,

<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7788&Ver=4>

Kent County Council (2018) *'Health Overview and Scrutiny Committee (26/01/2018)'*,

<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7639&Ver=4>

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