

**Health Overview and Scrutiny Committee Briefing**  
**East Kent NHS 111 and GP out of hour's services**  
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**Background**

Integrated Care 24 Limited (IC24) took over the provision of the Integrated 111 and Out of Hours Service (OOH) on 1 December 2017. This was as a result of the previous provider exercising its right to serve an accelerated notice period.

IC24 is a not for profit social enterprise and has more than 25 years' experience providing healthcare services, including GP OOH care and NHS 111 services across the east and south of England.

The mobilisation period of the contract was reduced due to the circumstances therefore the original out of hours bases provided by the previous provider were not utilised.

The Clinical Commissioning Groups within East Kent were challenged by HOSC to open all bases.

The table below documents the bases which did not open at the start of the contract in December 2017.

<b>Base</b>	<b>Weekday Opening Mon-Fri</b>	<b>Weekend Opening Sat-Sun</b>	<b>Bank Holiday Opening</b>	<b>Grade of staff delivering service</b>
Canterbury and Coastal – Herne Bay QVMH	None	08:00 – 18:00 Sat 09:00 – 18:00 Sun	09:00 – 18:00	GP
Deal	None	09:00 – 14:00 Sat and Sun	09:00 – 14:00	GP
Romney Marsh	None	09:00 – 16:00 Sat and Sun	None	Nurse Practitioner

## **Current situation**

Following the last update to the HOSC where the committee was assured that there would be OOH presence in all localities the CCG has worked with the provider to support the ability to provide access to the bases across east Kent.

The following bases are now operational:

- William Harvey Hospital - Ashford
- Kent & Canterbury Hospital – Canterbury
- Queen Elizabeth the Queen Mother Hospital – Margate
- Queen Victoria Memorial Hospital - Herne Bay
- Buckland Hospital - Dover
- Royal Victoria Hospital - Folkestone

It has not been possible at this at this stage to open the Romney Marsh and Deal bases. This is primarily due to lack of available GPs to ensure there is consistent and robust cover across all areas.

Within Romney Marsh the provision of the service was previously delivered by a nurse practitioner. Therefore the site was only utilised at 25 per cent as patients that needed review from a GP travelled to another base. To support the ability for timely access for a GP review, IC24 have increased their ability to provide mobile access for GPs for home visits for review patients within their own homes where they have the greatest care needs as an alternative. This will ensure that this cohort of patients does not need to travel where unnecessary.

Within Deal, the GP Federation is working towards additional GP access through the national strategy to extend access for patients to primary care outside normal working hours. To support this IC24 will work with the local GP practices to ensure that they are able to share the cover required for the respective services. In the interim the local MIUs will be able to support access for patients out of hours for assessment for minor illness with support from IC24 where a GP review is required.

## Future Development

There are several national and local drivers which require the need for additional GPs support to deliver access to care for patients within the traditional out of hour's period. This has led to the development of the following local services to date:

Provider	Service Delivered
Invicta Health Care	GP within Accident and Emergency within William Harvey Hospital GP within Kent and Canterbury Hospital
Channel Health Alliance (South Kent Coast GPs)	Extended Hours across locality hubs including Deal, Dover Folkestone Hythe and Romney Marsh Increased home visiting service
Acute Response Team – (Thanet GPs)	GP within Accident and Emergency in Queen Elizabeth the Queen mother Hospital
Herne Bay Integrated Care LTD ( Herne Bay GPs)	New MIU/Minor Illness service within Queen Victoria Memorial Hospital(QVMH)

There will be further development of services designed to support patient access to urgent care assessment.

One of the impacts of the development of the additional services means that the primary care workforce is needed to support delivery of the services which can lead to services all trying to secure workforce from the same pool of staff.

Whilst the competing services all require support from general practice it is recognised that there are opportunities for all providers to work in partnership to ensure that as a collective group they are able to provide a consistent and equitable service for all patients whilst meeting the required needs of the various strategies. This will also support the ability to ensure that the GP workforce across east Kent is supported to deliver the competing demands.

To support the services CCG leads have met with the providers to discuss the principle for shared working which in turn will ensure that the primary care workforce is supported to deliver the service needs.

It has been agreed that a workshop will be held in early May to map the patient needs across each locality and agree ways in which the respective services required can be delivered using a partnership approach. Invitees will include patient representatives, Healthwatch Kent and HOSC.

The CCG will report the outcome of this workshop to the HOSC for assurance.