

Briefing Paper - Urgent Primary Care Services

Background and Context

Integrated Care 24 (IC24) is a not for profit social enterprise, which provides the urgent primary care service across Kent (excluding Medway & Swale) and has some 25 years' experience in providing these services.

This paper provides a briefing to HOSC on the clinical model across the Kent locality.

Our delivery model is in line with national guidance and the on-going development of Integrated Urgent Care with links to all other local hospital, ambulance and community hubs and services.

Urgent primary care consists of NHS 111, face to face appointments (either as a base appointment or home visit), telephone advice, and 'walk-in' patients. Within Kent IC24 provide both NHS111 and face to face appointments in East Kent and in both North Kent and West Kent we only provide the face to face appointments with NHS111 being provided by SECAMB. These services are delivered either remotely (over the phone) or face to face and dependent on the clinical need of the patient. Our staffing model consists of a team of multidisciplinary clinicians competent in delivering urgent primary care led by GPs and including Advance Nurse Practitioners (ANPs) and Urgent Care Practitioners (UCPs).

Working with our CCGs and NHS England (NHSE) we have adopted NHSE integrated urgent care (IUC) service specification and NHSE IUC workforce blueprint. These important documents clearly set out the composition of a multi-disciplinary urgent care workforce model, which is consistent with our Kent Locality. This is a national approach to delivering face to face urgent primary care, unlike the traditional model of out of hours care, which was entirely dependent on GPs. The urgent care workforce mirrors the changes that have also been made in the modern in-hours primary care workforce of GPs, ANPs and UCPs.

How does the service operate?

Our senior management team responsible for the provision of services in the locality operate as a triumvirate which consists of Operations, Medical and Clinical Leadership and their respective titles are Associate Locality Director, Regional Medical Director and Associate Director of Quality.

Typically, there are two models in operation for Kent; a weekday model and a weekend model. The data below provides a representation of activity and patient numbers seen on a typical weekday and a typical weekend period (including the overnight period).

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Patient numbers are of course much higher in the weekend periods compared to the week day, as the services that patients would usually access (such as their GP surgeries) are closed. We expect our clinicians to see an average of 4 cases per hour.

Average number of patient contacts per weekday (Mon – Thurs)	Number of Clinicians (Mon – Thurs)
Kent	Kent
18:30 – 08:00	18:30 – 08:00
70	22

Average number of patient contacts per weekday (Frid Eve – Mon am)	Number of Clinicians (Frid Eve – Mon am)
Kent	Kent
18:30 – 08:00	18:30 – 08:00
280	48

Our clinical staffing is linked to the patient clinical need and as demand significantly tapers overnight our clinical staffing is adjusted accordingly to reflect the reduction in demand.

We were delighted that Cllr Karen Constantine accepted our invitation to visit our services and discuss in depth our service model and delivery with our senior team and had the opportunity to meet with front line staff. We found this visit a great opportunity to have an open discussion on the challenges facing urgent primary care services both locally and nationally, and would welcome the opportunity to host other members of the HOSC at one of our out of hours bases, or one of our NHS 111 contact centres.

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