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Dear Member

**HEALTH OVERVIEW AND SCRUTINY COMMITTEE - FRIDAY, 2 MARCH 2018**

Please find enclosed the updated CCG Report for Agenda Item 9 - East Kent Out of Hours GP Services and NHS 111, for consideration at next Friday, 2 March 2018 meeting of the Health Overview and Scrutiny Committee. This report replaces the document which was published with the Agenda on 22 February 2018.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ben Watts', is positioned above the typed name.

Benjamin Watts  
General Counsel

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**Health Overview and Scrutiny Committee Briefing**  
**East Kent NHS 111 and GP out of hour's services**  
**February 2017**

**Author:** Sue Luff, Head of Contracts

**Sponsor:**

**Background**

Integrated Care 24 Limited (IC24) took over the provision of the Integrated 111 and Out of Hours Service on 1<sup>st</sup> 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 and agreed that patients within the following localities need to have access to Out of Hours service provision.

The table below details the bases with their previous contracted opening

<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 reviewed the sites in partnership with IC24 and the East Kent locality teams to ensure that patients have access to care within out of hours.

Within primary care there are a number of new services that will support the care delivery to patients. The implementation of the various schemes has been driven by both national and local strategy and includes the following services

Provider	Service Delivered
Invicta Health Care	GP within Accident and Emergency within William Harvey Hospital GP within Kent and Canterbury Hospital
Channel Health Care Associates ( South Kent Coast GPs)	Extended Hours across locality hubs including Deal 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)

Whilst the ambition was previously that the CCGs would work towards opening the remaining bases, following discussion with the various providers it is recognised that the requirement to deliver the local and national strategy the development of the services will ensure that patients have access to a wider range of services to support their full range of care needs.

IC24 will work collaboratively with all providers to ensure patients are directed to the most appropriate care provider first time,,this will also maximise the clinical resources we have in our locality and reduce the competitive demand on the clinicians

The impact of this is that for patients within Herne Bay the services within Queen Victoria Memorial Hospital will support access between 8am -8pm seven days per week.

Within Romney Marsh the provision of the service was delivered by a nurse practitioner therefore the site was utilised at 25% as patients needed review from a GP. Following review of the data IC24 have increased their ability to provide mobile access for GPs to review patients within their own homes where they have the greatest care needs to ensure that this cohort of patients do not need to travel where unnecessary.

Within Deal the locality is working towards support through the GP Forward View project which supports increased GP provision within the local practices. IC24 will support the provision of access with the locality team. In the interim the local MIUs will be able to support assessment for minor illness

The delivery of the urgent primary care needs of our patients in East Kent has previously been delivered in separate models of in hours and out of hours, the move to integrate service provision will help to meet the needs of our patients, delivering 24/7 integrated East Kent.