

## **SUBMISSION TO OVERVIEW & SCRUTINY COMMITTEE: OUT OF HOURS SERVICE (OOHS) - STOURCARE COMMUNITY INTEREST COMPANY**

### **1. Introduction**

1.1 This issue was heard by OSC on 27 April 2006 having been referred by the then Canterbury and Coastal PPI Forum under Section 7.1 of SI 2003 No 2124, The Patient's Forum's (Functions) Regulations 2003.

1.2 A 6 month statistical review of the implications of co-location the bulk of the OOHS to Emergency Care Centre at Kent & Canterbury Hospital on 20 September 2007 with a weekend service remaining at Queen Victoria Hospital Herne Bay is now due. The attached statistical data points strongly to the need to retain the base at Herne Bay indefinitely and OSC are requested to endorse the recommendation to that effect that the Canterbury & Coastal Locality Group of Eastern & Coastal PPIF have made to the PCT.

### **2. History**

2.1 In September 2005, as part of the Forum's ongoing partnership or should that be critical friend of the PCT and Stourcare it was stated, for the very first time, that the base at Herne Bay would close and the OOHS move to KCH to co-locate with A&E.

2.2 As this was the first the Forum had learned of these plans we voiced our concerns but the point was made by the PCT that the plan had only ever been to cover one site.

2.3 As this was contrary to information we had received and contrary to the terms of the Contract we asked the PCT for an explanation and were told that and I quote:-

*"it was clearly unfortunate that the contract with Stourcare does not reflect the intentions of the PCT" and that "it was always the intention that the base at Herne Bay should transfer to KCH...." "This is in line with our strategic intentions for unscheduled care services".*

But the then CE went on to say that he accepted that there was legitimate expectation that the base in Herne Bay would remain and invited the Forum to participate in a review of OOHS with respect to activity levels, patient access and cost. At the same time he added that pending the outcome of the review there would be no change to the current service.

2.4 Whilst the Forum welcomed the postponement of the closure of Herne Bay and the proposals for a review we were and remain extremely concerned that

- this will disadvantage patients in the coastal areas.
- that an apparently legal contract can be put to one side and its recommendations ignored; in fact, dismissed as never being the original intention.
- closure was being proposed without any apparent consultation with patients

or the public.

### **3. Co-location Review**

3.1 The Forum has participated in the Review as a demonstration of our good faith and of our desire to co-operate and endorsed the recommendation that

- the PCT Board should review its decision to close the base at Herne Bay.
- co-location to Emergency Care Centre at KCH takes place as soon as possible
- a weekend service remains at Herne Bay.

But, and most critically the service should be formally reviewed after 6 months.

3.2 This endorsement was pragmatically based recognising the need to obtain statistical evidence of the impact of the change to inform future decisions. And acknowledged that co-location of unscheduled care services was recommended as best practice by DoH and part of the PCT's strategic plan.

3.3 However, this participation was without prejudice to any action that the Forum considered necessary regarding the Contract and it was at this stage the issue was referred to OSC. However, we appreciated the co-operation we had received and hopefully the partnership that has developed between ourselves, the PCT and Stourcare. And we are in fact working together to ensure the review is meaningful and involves patients and the public.

### **4. Co-Location**

4.1 Stourcare co-located to Emergency Care Centre at Kent Canterbury Hospital on 20 September 2006 with weekend only service remaining at Queen Victoria Hospital, Herne Bay. The new arrangements were intended to run for 6 months on a trial basis to gauge patient usage before a decision is made about the future. The Forum was involved in the implementation phase of this project and the changes to services were announced in a press release in early September.

### **5. Review Results**

5.1 We are nearly at the end of that review period and the attached statistics from Stourcare were presented at the last Out Of Hours Co-location review meeting on 19 January 2007. They show the following patient survey results:-

- Patient questionnaire analysis
- Patient attendance Analysis

At that meeting it was agreed that the Locality Group would explore the implication of the figures with Stourcare. Subsequently following the meeting with Stourcare it was agreed that both organisations would make separate submissions to the PCT but we were left with the strong impression that both Stourcare and the Locality group had arrived at the same conclusion namely that the statistics pointed strongly to the need to keep the Herne Bay base open.

5.2 Unfortunately, the low response rate to the questionnaire may make the

results statistically invalid but they nonetheless show that some patients from the Herne Bay and Whitstable areas still choose to use the base at Herne Bay because it is more local to their homes.

5.3 It is also interesting to note that opening the base at Canterbury and leaving a limited service in Herne Bay has had little or no effect on the number of home visits to either Herne Bay or Whitstable; the figures for October 2006 are virtually the same as the same period in 2005.

5.4 One of the most revealing statistics is that for base appointments for the whole week which shows that 255 patients attended Herne Bay in Oct/Nov 06 of whom 132 were from Herne Bay, 83 from Whitstable and 40 from Canterbury out of a total of 668 who were dealt with by Stourcare i.e. 38% of total numbers. Or in other words 75% of Herne Bay patients went to Herne Bay base and 25% went to Canterbury; 61% from Whitstable went to Herne Bay compared to 39% who attended Canterbury base.

5.5 Alternatively from the PIE charts we can see that of the total patients who attended a base 58% went to Canterbury and 40% went to Herne Bay (Dover and Thanet figures are negligible). And, the percentages in favour of the latter are even more marked when we compare the figures on a pro rata basis as we understand Canterbury's attendance numbers are spread over a period of 118 hours while those for Herne Bay are for only 32 hours. In other words very nearly four times as many people might have attended Herne Bay base if the service had been available on an equal basis to Canterbury.

## **6. Locality Group Recommendation**

6.1 These figures confirm the Locality Group's original assumption that the demography and the geography of the area support the need for two bases. And, as we understand that all patients whatever their location are offered the base of their choice and the numbers using Herne Bay are substantial it seems clear to the Forum that patients from coastal areas should continue to be offered the option of attending either Canterbury or Herne Bay (or indeed other locations) and the latter should therefore continue to offer its existing service until further notice.

6.2 This recommendation has been conveyed to Ann Sutton, CE Eastern & Coastal PCT and a copy of the letter is attached.

## **7. Next Meeting of Review Group**

7.1 The Review group is scheduled to meet 1330 hours on 23 March 2007 when all parties will present their findings and recommendations for the future.

7.2 This Locality group would welcome the endorsement of their conclusions and recommendations by Health Overview and Scrutiny Committee.

Peter Robinson  
Forum Member & OOHS Lead  
Canterbury & Coastal Locality Group  
Eastern & Coastal Patient & Public Involvement Forum

14/03/2007



# Eastern and Coastal Kent

Patient

Public

Involvement

Forum - Canterbury and Coastal Locality Group



15 March 2007

Ann Sutton  
Chief Executive  
Eastern and Coastal Kent Primary Care Trust  
Brook House  
John Wilson Business Park  
Chestfield  
Kent  
CT5 3QT

Dear Ann

## **Out of hours services across the Eastern and Coastal Kent Primary Care Trust area**

Further to my letter dated 9 March 2007 regarding the review of Out Of Hours Service (OOHS) provided by the Stourcare Community Interest Company in the Canterbury and coastal area. As promised I am now submitting the Locality Group's recommendations for the future of the base at Herne Bay based on that review and the statistical data provided by Stourcare.

Firstly, I should mention that at the Out of Hours Co-Location Review meeting on 19 January 2007 chaired by Jayne McDonald the results of a patient questionnaire analysis and patient attendance analysis prepared by Stourcare were discussed and it was agreed that the Locality Group would explore the implication of those figures with Stourcare. Subsequently, we met with Stourcare and whilst it was agreed that both organisations would submit separate submissions to the PCT our Locality Group Lead for OOHS was left with the strong impression that both organisations had concluded that the statistics pointed strongly to the need to keep the base at Herne Bay open.

To turn to both sets of analyses, unfortunately, whilst the low response rate to the questionnaire may make the results statistically invalid they nonetheless show that some patients from the Herne Bay and Whitstable areas still choose to use the base at Herne Bay because it is more local to their homes.

It is also interesting to note that opening the base at Canterbury and leaving a limited service in Herne Bay has had little or no effect on the number of home visits to either Herne Bay or Whitstable; the figures for October 2006 are virtually the same as the same period in 2005. It would seem that patients haven't had to "work the system" to get the help/treatment they need! But is that because the option of Herne Bay still

exists? We can only speculate!

For the Forum one of the most revealing statistics is that for base appointments for the whole week which shows that 255 patients attended Herne Bay in Oct/Nov 06 of whom 132 were from Herne Bay, 83 from Whitstable and 40 from Canterbury out of a total of 668 who were dealt with by Stourcare ie 38% of total numbers. Or in other words 75% of Herne Bay patients went to Herne Bay base and 25% went to Canterbury; 61% from Whitstable went to Herne Bay compared to 39% who attended Canterbury base.

Alternatively from the PIE charts we can see that of the total patients who attended a base 58% went to Canterbury and 40% went to Herne Bay (Dover and Thanet figures are negligible). And, the percentages in favour of the latter are even more marked when we compare the figures on a pro rata basis as we understand Canterbury's attendance numbers are spread over a period of 118 hours while those for Herne Bay are for only 32 hours. In other words very nearly four times as many people might have attended Herne Bay base if the service had been available on an equal basis to Canterbury.

These figures confirm our original assumption that the demography and the geography of the area support the need for two bases. And, as we understand that all patients whatever their location are offered the base of their choice and the numbers using Herne Bay are substantial it seems clear to the Forum that patients from coastal areas should continue to be offered the option of attending either Canterbury or Herne Bay (or indeed other locations) and the latter should therefore continue to offer its existing service until further notice.

Finally we would like to comment on one other really positive outcome of the patient analysis which has been to draw our attention to the increase in the number of contacts that were cleared without the need for the patient to either attend a centre or be visited and we acknowledge that this is a direct result of service improvement. I am sure patients benefit considerably from the improved triaging they receive at this initial stage of contact to the OOHS and the Locality Group of the Forum wish to add their endorsement to this continued approach provided as now patient see a GP if they want or need to do so.

Yours sincerely

Nora Warner  
Lead, Canterbury and Coastal Locality Group

Cc: Jayne McDonald, Head of Primary Care, Eastern & Coastal Kent Primary Care Trust  
Lynne Selman, Director of Citizen Engagement and Communications, Eastern & Coastal Kent Primary Care Trust

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*All correspondence should be addressed via our Forum Support Organisation:*

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20/08/2005 - 20/07/2005 = A1  
 20/10/2005 - 20/11/2005 = B1  
 20/08/2006 - 20/07/2006 = A2  
 20/10/2006 - 20/11/2006 = B2

A1 & B1 are 2005. A2/B2 are 2006.  
 A2/B2 are pre and post co-location, A1/B1 are just there to show the same time period the previous year.

### Base Appointments - Weekdays Only

#### Pre Co-location

A1	From HB	From Whit	Combined	Total	
at Heme Bay base	84	47	131	198	
					% of HB base appts. from HB/Whit area: 66.8%
B1	From HB	From Whit	Combined	Total	
at Heme Bay base	43	26	69	120	
					% of HB base appts. from HB/Whit area: 57.5%
A2	From HB	From Whit	Combined	Total	
at Heme Bay base	58	33	91	154	
					% of HB base appts. from HB/Whit area: 59.1%

#### Post Co-location

B2	From HB	From Whit	Combined	Total	
at Canterbury base	12	33	45	132	
					% of Cant base appts from HB/Whit area: 34.1%

July-June	2005 (A1)	2006 (A2)	Increase	% change
Base appts.(HB & Cant.)	131	91	-40	-30.5%

Oct-Nov	2005 (B1)	2006 (B2)	Increase	% change
Base appts.(HB & Cant.)	69	45	-24	-34.8%

### Home Visits - Weekdays Only

#### Pre Co-location

A1	To Cant.	To HB	To Whit.	Combined	Total
	68	43	26	137	153
% of total -	44.4%	28.1%	17.0%		
B1	To Cant.	To HB	To Whit.	Combined	Total
	54	32	32	118	134
% of total -	40.3%	23.9%	23.9%		
A2	To Cant.	To HB	To Whit.	Combined	Total
	51	38	26	115	123
% of total -	41.5%	30.8%	21.1%		

#### Post Co-location

B2	To Cant.	To HB	To Whit.	Combined	Total
	33	35	31	99	132
% of total -	25.0%	26.5%	23.5%		

July-June	2005 (A1)	2006 (A2)	Increase	% change
Home visits (HB & Cant.)	137	115	-22	-16.1%

Oct-Nov	2005 (B1)	2006 (B2)	Increase	% change
Home visits (HB & Cant.)	118	99	-19	-16.1%

20/06/2005 - 20/07/2005 = A1  
 20/10/2005 - 20/11/2005 = B1  
 20/06/2006 - 20/07/2006 = A2  
 20/10/2006 - 20/11/2006 = B2

A1 & B1 are 2005. A2/B2 are 2006.  
 A2/B2 are pre and post co-location, A1/B1 are just there to show the same time period the previous year.

**Base Appointments - Entire Week**

**Pre Co-location**

A1	From HB	From Whit	Combined	Total	
at Heme Bay base	262	163	425	723	
					% of HB base appts. from HB/Whit area: 68.8%
B1	From HB	From Whit	Combined	Total	
at Heme Bay base	232	165	397	679	
					% of HB base appts. from HB/Whit area: 68.6%
A2	From HB	From Whit	Combined	Total	
at Heme Bay base	174	121	295	519	
					% of HB base appts. from HB/Whit area: 68.8%

**Post Co-location**

B2	From HB	From Whit	Combined	Total	
at Heme Bay base	132	83	215	255	
					% of HB base appts from HB/Whit area: 84.3%
B2	From HB	From Whit	Combined	Total	
at Canterbury base	43	54	97	413	
					% of Cant base appts from HB/Whit area: 23.6%

July-June	2005 (A1)	2006 (A2)	Increase	% change
Base appts.(HB & Cant.)	425	295	-130	-30.8%

Oct-Nov	2005 (B1)	2006 (B2)	Increase	% change
Base appts.(HB & Cant.)	397	312	-85	-21.4%

**Home Visits - Entire Week**

**Pre Co-location**

A1	To Cant.	To HB	To Whit.	Combined	Total
	189	93	77	359	414
% of total -	45.7%	22.5%	18.6%		
B1	To Cant.	To HB	To Whit.	Combined	Total
	190	117	93	400	451
% of total -	42.1%	25.9%	20.6%		
A2	To Cant.	To HB	To Whit.	Combined	Total
	129	93	65	287	318
% of total -	40.6%	29.2%	20.4%		

**Post Co-location**

B2	To Cant.	To HB	To Whit.	Combined	Total
	143	120	91	354	405
% of total -	35.3%	29.6%	22.5%		

July-June	2005 (A1)	2006 (A2)	Increase	% change
Home visits (HB & Cant.)	359	287	-72	-20.1%

Oct-Nov	2005 (B1)	2006 (B2)	Increase	% change
Home visits (HB & Cant.)	400	354	-46	-11.6%

Patient Call Trends 2005 & 2006

2005	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Base Appointments	3363	2457	3165	2481	2966	2171	2394	1972	1764	2113	1658	2388	28892
Home visits	1454	969	1208	1028	1095	750	915	780	796	929	885	1047	11856
Other	3387	3000	3458	3092	2961	2485	2663	2857	3116	3762	3440	4675	38896
Total	8204	6426	7831	6601	7002	5406	5972	5609	5676	6804	5983	8110	79644

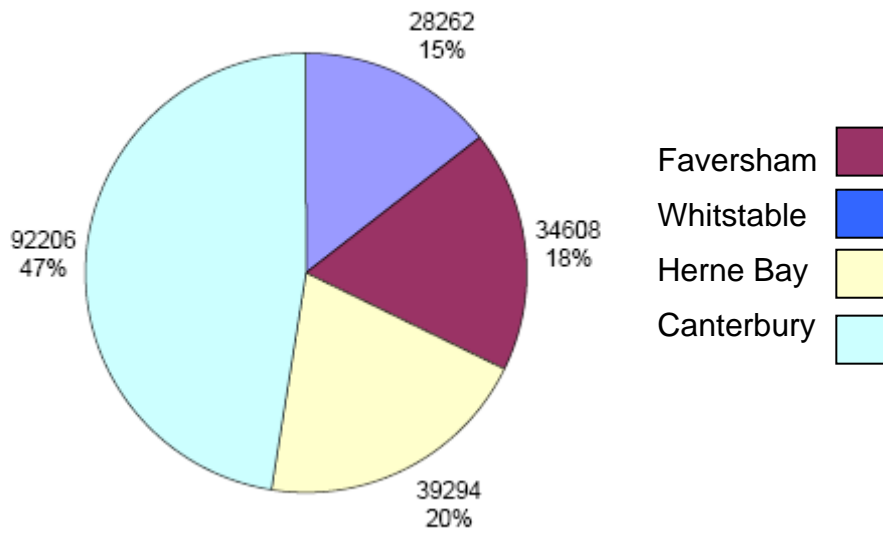
2006	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Base Appointments	2249	1842	1676	2194	1961	1476	1756	1365	1419	1546	1422	2343	21249
Home visits	976	781	829	928	865	756	800	755	736	762	661	978	9827
Other	4374	4095	4060	4510	3739	3150	3576	3326	3270	3499	3161	4612	45372
Total	7599	6718	6565	7632	6565	5382	6132	5446	5425	5807	5244	7933	76448

Comparison:	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Base Appointments	-1114	-615	-1489	-287	-1005	-695	-638	-607	-345	-567	-236	-45	-7643
Home visits	-478	-188	-379	-100	-230	6	-115	-25	-60	-167	-224	-69	-2029
Other	987	1095	602	1418	778	665	913	469	154	-263	-279	-63	6476
Total	-605	292	-1266	1031	-457	-24	160	-163	-251	-997	-739	-177	-3196

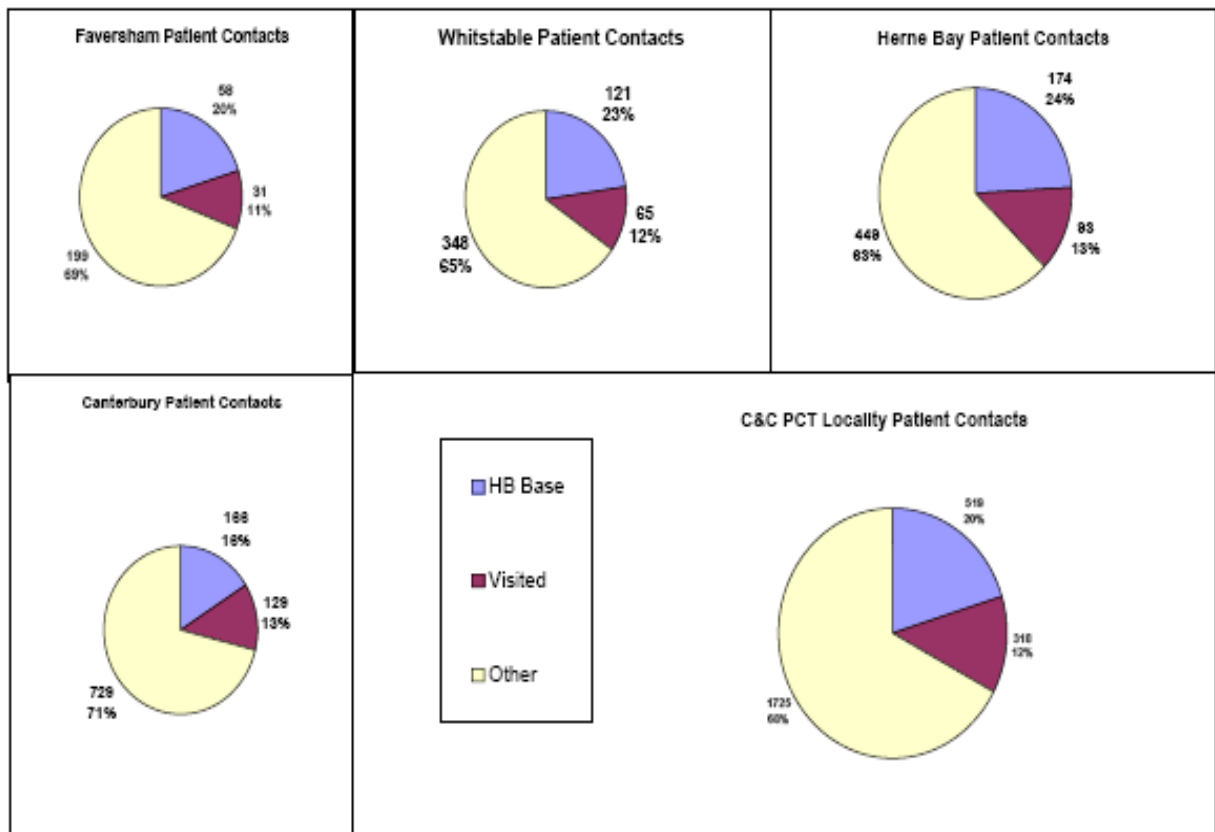
Comparison %	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Base Appointments	-33.1%	-25.0%	-47.0%	-11.6%	-33.9%	-32.0%	-26.6%	-30.8%	-19.6%	-26.8%	-14.2%	-1.9%	-26.5%
Home visits	-32.9%	-19.4%	-31.4%	-9.7%	-21.0%	-0.8%	-12.6%	-3.2%	-7.5%	-18.0%	-25.3%	-6.6%	-17.1%
Other	29.1%	36.5%	17.4%	45.9%	26.3%	26.8%	34.3%	16.4%	4.9%	-7.0%	-8.1%	-1.3%	16.6%
Total	-7.4%	4.5%	-16.2%	15.6%	-6.5%	-0.4%	2.7%	-2.9%	-4.4%	-14.7%	-12.4%	-2.2%	-4.0%



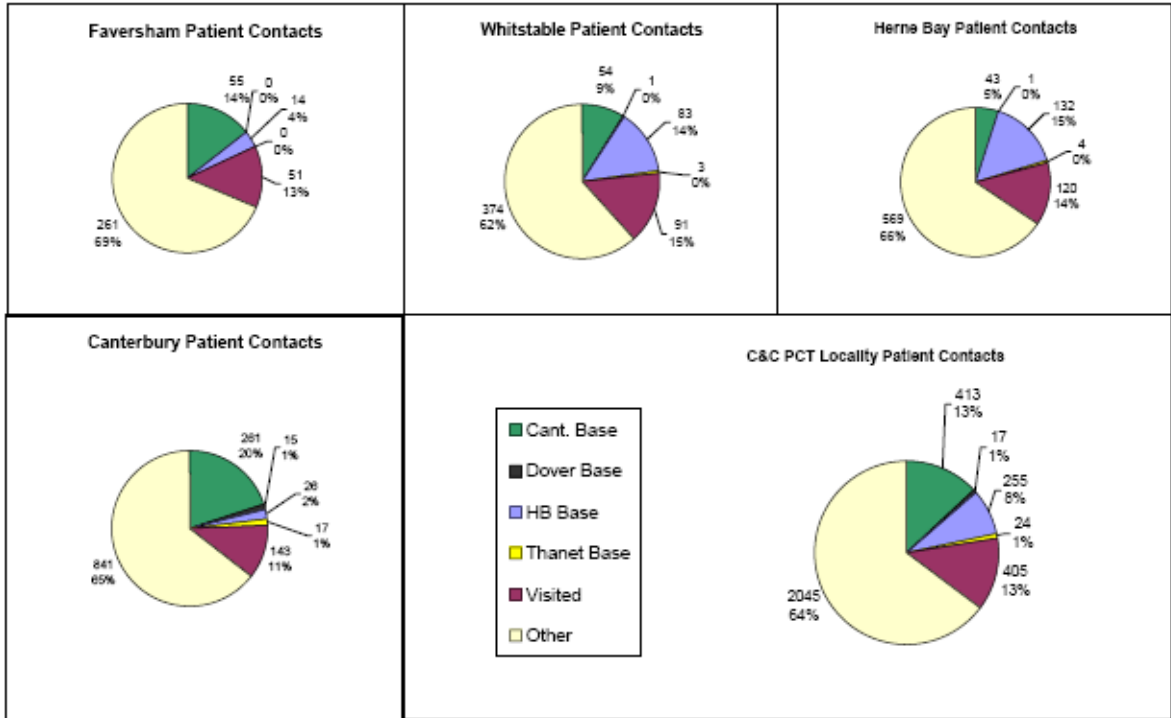
Registered Patients By Surgery Location



Pre Co-Location 20/10/2006-20/11/2006



Post Co-Location 20/10/2006 - 20/11/2006



### Patient Questionnaire

We are undertaking some analysis on patients' access to our bases. We would be very grateful if you would be willing to answer the questions below. Your comments will be kept in confidence and you are not obliged to disclose your identity. Should you choose to disclose your identity, any analysis conducted as a result of this survey will not be identifiable to you personally, nor will your identity be disclosed to any person or organisation outside of StourCare.

Your Name: (Optional) \_\_\_\_\_

If you are the patient, please fill in the details below:  
 If you are not the patient please give the patient's details.

Age:	<input type="text"/>		
Gender:	<table border="1"> <tr> <td>Male</td> <td>Female</td> </tr> </table>	Male	Female
Male	Female		

Post Code:	<input type="text"/>
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	Please Tick ✓	
	Yes	No
On contacting StourCare, were you given clear instructions on how to find us?		
Did you use your own vehicle?		
Did a relative, friend or neighbour drive you to the base?		
If applicable, were parking facilities available to you?		
Were the parking facilities close to the place that you saw the doctor?		
Did you use public transport?		
Was the public transport adequate?		
Did you travel by taxi?		
Did your journey take :		
• 45 minutes or less overnight (i.e. 2300 - 0800)		
• 30 minutes or less in the evening (i.e. 1830 - 2300)		
• 30 minutes or less at weekends (i.e. 0800 - 1830)		
If outside these travel time ranges, how long did your journey take you?		

Which base did you attend?	Margate	<input type="text"/>
	Canterbury	<input type="text"/>
	Herne Bay	<input type="text"/>
	Dover	<input type="text"/>
	Deal	<input type="text"/>
Why did you choose this base?		

What time of day (approximately) did you initially contact the StourCare service?		
Was it a weekday or weekend?		
Were you offered an earlier appointment than the one that you attended?	Yes	No
Can you remember the time of the earliest appointment that you were offered?	Yes	No
If so, when?		

Is there anything else you would like to add in relation to the questions asked above?

Thank you very much for participating in this survey. Your comments are valuable to us in our aim to continually improve the services that we offer.



PATIENT QUESTIONNAIRE ANALYSIS 20/10/2008 - 20/11/2008  
Heme Bay

Total Sample - 8

Total 1

CT11/CT2/CT3/CT4	Yes	No	N/A
Q1	1		
Q2	1		
Q3		1	
Q4	1		
Q5	1		
Q6		1	
Q7			1
Q8		1	
Q9	Option 1		
	Option 2		
	Option 3	1	
Q12 Time of Day			
0000-0759			
0800-1159	1		
1200-1759			
1800-2359			
Weekend	1		
Weekday	0		
% of Total Sample	12.5		

Why did you choose this base?

Instructed to 1  
Local  
Easy to get to

Refused to attend Base / DNA :

Comments made on questionnaires:

Total 7

CT5/CT6	Yes	No	N/A
Q1	7		
Q2	6	1	
Q3	1	6	
Q4	7		
Q5	7		
Q6		7	
Q7		3	4
Q8		6	1
Q9	Option 1		
	Option 2		
	Option 3	7	
Q12 Time of Day			
0000-0759	1		
0800-1159	3		
1200-1759	3		
1800-2359			
Weekend	7		
Weekday			
% of Total Sample	87.5		

Why did you choose this base?

Instructed to 1  
Local 6  
Easy to get to

Refused to attend Base / DNA :

Comments made on questionnaires:

Very accessible, clean, tidy, helpful staff.  
Very good service, pleasant staff.

Total 0

CT15	Yes	No	N/A
Q1			
Q2			
Q3			
Q4			
Q5			
Q6			
Q7			
Q8			
Q9	Option 1		
	Option 2		
	Option 3		
Q12 Time of Day			
0000-0759			
0800-1159			
1200-1759			
1800-2359			
Weekend			
Weekday			
% of Total Sample	0.0		

Why did you choose this base?

Instructed to  
Local  
Easy to get to

Refused to attend Base / DNA :

Comments made on questionnaires:

Total 0

ME13	Yes	No	N/A
Q1			
Q2			
Q3			
Q4			
Q5			
Q6			
Q7			
Q8			
Q9	Option 1		
	Option 2		
	Option 3		
Q12 Time of Day			
0000-0759			
0800-1159			
1200-1759			
1800-2359			
Weekend	0		
Weekday	0		
% of Total Sample	0.0		

Why did you choose this base?

Instructed to  
Local  
Easy to get to

Refused to attend Base / DNA :

Comments made on questionnaires:

	Total
Q1	8
Q2	8
Q3	8
Q4	8
Q5	8
Q6	8
Q7	8
Q8	8
Q9	
	8
Q12 Time of Day	
0000-0759	1
0800-1159	4
1200-1759	3
1800-2359	0
	8
Weekend	8
Weekday	0
	8