

Item 11: East Kent Out of Hours GP Services and NHS 111

By: John Lynch, Head of Democratic Services

To: Health Overview and Scrutiny Committee, 20 September 2017

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. The Committee agreed the following recommendation:
 - *RESOLVED that the report be noted and the East Kent CCGs be requested to provide an update, including performance data about the GP out-of-hours service and the mobilisation of 111 service, to the Committee in March.*
- (c) The former Chair agreed to a request by the East Kent CCGs to postpone the item.
- (d) The CCGs have been requested to provide an update to the Committee following Primecare being rated as Inadequate and being placed into Special Measures by the Care Quality Commission (CQC) on 3 August 2017. The inspection report can be viewed [here](#).

2. Recommendation

RECOMMENDED that the report be noted and the East Kent CCGs be requested to provide an update to the Committee in January.

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>

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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>

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