

Item 6: East Kent Out of Hours GP Services and NHS 111

By: John Lynch, Head of Democratic Services

To: Health Overview and Scrutiny Committee, 24 November 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.
- (c) On 20 September 2017 the Committee was provided with an update following Primecare being rated as Inadequate and being placed into Special Measures by the Care Quality Commission (CQC) on 3 August 2017. It was confirmed at the meeting that Primecare would be leaving the contract early on 7 July 2018. The Committee agreed the following recommendation:
 - *RESOLVED that:*
 - (a) *the report be noted;*
 - (b) *the East Kent CCGs be requested to provide a written update to the Committee in November and a verbal update in January;*
 - (c) *the Committee receives a report about the joint procurement of the Kent & Medway 111 service at its January meeting.*
- (d) On 24 October the Committee was notified that Primecare had opted to exercise its right to serve an accelerated notice period of three months on Friday 29 September 2017. On 14 November the Committee was formally notified that Integrated Care 24 (IC24) would take over the contract from the beginning of December.
- (e) The East Kent CCGs have subsequently been requested to provide a verbal update to the Committee on 24 November 2017.

2. Recommendation

RECOMMENDED that:

- (a) the report be noted;
- (b) East Kent CCGs be requested to provide an update regarding the mobilisation of IC24 to the Committee in January;
- (c) the Committee receives a report about the joint procurement of the Kent & Medway 111 service at its January meeting.

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>

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>

Kent County Council (2017) *'Health Overview and Scrutiny Committee (20/09/2017)'*,

<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7788&Ver=4>

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