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<https://democracy.kent.gov.uk/documents/b19085/Supplementary%20-%20Item%209%20Updated%20CCG%20Paper%2002nd-Mar-2018%2010.00%20Health%20Overview%20and%20Scrutiny%20Commit.pdf?T=9>



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

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Background

Integrated Care 24 Limited (IC24) took over the provision of the Integrated 111 and Out of Hours Service on 1st 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

Base	Weekday Opening Mon-Fri	Weekend Opening Sat-Sun	Bank Holiday Opening	Grade of staff delivering service
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

NHS Ashford Clinical Commissioning Group NHS Canterbury and Coastal Clinical Commissioning Group

NHS South Kent Coast Clinical Commissioning Group and NHS Thanet Clinical Commissioning Group

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 which impact upon the ability of IC24 as the OOH provider to deliver services with a full complement of the required GPs. 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 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.

Therefore the above services will support access to care through partnership working with IC24 as the lead provider.

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