

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

Integrated Care 24 Limited (IC24) took over the provision of the Integrated 111 and Out of Hours Service (OOH) 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 to open all bases.

The table below documents the bases which did not open at the start of the contract in December 2017.

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

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 worked with the provider to support the ability to provide access to the bases across east Kent.

The following bases are now operational:

- William Harvey Hospital - Ashford
- Kent & Canterbury Hospital – Canterbury
- Queen Elizabeth the Queen Mother Hospital – Margate
- Queen Victoria Memorial Hospital - Herne bay
- Buckland Hospital - Dover
- Royal Folkestone Victoria

It has not been possible at this at this stage to open the Romney Marsh and Deal bases. This is primarily due to lack of available GPs to ensure there is consistent and robust cover across all areas.

A workshop was held on 27th June at which all localities and providers were represented. The aim of the workshop was to:

- Identify the number of services across the localities where GP involvement is required.
- Identify the key challenges in each locality with delivery of integrated OOH
- Identify key actions required to ensure that patients have equity of access across all localities

A mapping exercise demonstrates that across east Kent there are over 50 services where GPs are required to support delivery. These include:

- 50 GP practices delivering extended hours with 11 practices delivering at weekends
- Localities based local care hubs
- GP streaming within the acute sites with GP streaming
- There is one Urgent Treatment Centre
- The Out of Hours Service delivered by IC24

The result of the development of the various models is that:

- Delivery is fragmented across different services
- GPs are unable to support every element of service delivery
- Services are not integrated leading to duplication
- Pathway delivery is not consistent

It was agreed that there needs to be an integrated approach to the delivery of the various services to ensure that delivery is consistent, safe and equitable. In addition, it will support providers to work in unison to deliver the required elements from all of the existing services, thereby ensuring that the GP workforce can be utilised effectively across all required areas of delivery.

The locality leads therefore agreed that further review is required at locality level and will support development through locality based meetings.

These will include representation from the patient participation groups within the localities. In the interim IC24 will continue to deliver services from the following bases:

- Buckland Hospital Dover
- Royal Victoria Folkestone Hospital
- William Harvey Hospital - Ashford
- Queen Elizabeth the Queen Mother Hospital – Thanet
- Kent and Canterbury Hospital
- Queen Victoria Memorial Hospital – Herne Bay will be supported by the Integrated Care Service
- Patients in Deal and New Romney will be supported through the home visiting service from IC24 and the locality GP led hubs