

Local Members' Interest
N/A

Healthy Staffordshire Select Committee – 15 July 2019

Integrated Urgent Care (GP Out of House and NHS 111 services)

Recommendations

- To consider and comment on the plans, provided by the six Staffordshire and Stoke on Trent CCGs, to deliver the national service specification for Integrated Urgent Care.
- To consider and comment on the planned engagement activities that will take place to support the programme.

Summary

What is the Select Committee being asked to do and why?

1. The purpose of this paper is to inform the Committee of the six Staffordshire and Stoke on Trent CCGs plans to deliver the national service specification for Integrated Urgent Care. This includes integrating the GP Out of Hours and NHS 111 services. The service is nationally mandated however we have carefully considered our approach to this and have included our planned engagement activities that will take place to support the programme.
2. The table below sets out the key milestone dates for the procurement to ensure that services are operational from the 1st October 2020:

Task	Start Date	End Date
Service Specification approvals via CCG Committees	18/06/19	18/07/19
Governing Board Sign Off	29/08/19	29/08/19
ITT Documents Uploaded, Advert posted on OJEU & Contracts Finder	09/09/19	09/09/19
ITT Live & Return	16/09/19	02/12/19
Bidder Engagement Event (if required)	23/09/19	30/09/19
ITT Evaluation	09/12/19	06/01/20
Moderation meeting	13/01/20	17/01/20
Candidate Presentations (if required)	20/01/20	24/01/20
Final Review / Moderation	27/01/20	31/01/20
Complete Regulation 84 Award & Recommendation Report	03/02/20	10/02/20
CCG Exec Approval	20/02/20	20/02/20

Issue letter of intent / regret letters	24/02/20	28/02/20
Standstill period	02/03/20	13/03/20
Publish Award Notice	16/03/20	20/03/20
Contract Signing	16/03/20	20/03/20
Mobilisation Period	16/03/20	30/09/20
Contract Start	01/10/20	01/10/20

Report

Background

3. **Link to Trust's or Shared Strategic Objectives** – programme of works links to the NHS 5 Year Forward View and the NHS Long Term Plan (further detail is supplied in the next heading, called Introduction).
4. The same report also needs agreement and consideration by the Stoke-on-Trent Health Overview and Scrutiny Committee as the services described are across Staffordshire and Stoke-on-Trent.

Introduction – the NHS 5 Year Forward View

5. The NHS 5 Year Forward View described the need for a redesign of urgent care services for people of all ages with physical and mental health problems. This highlighted the need for highly responsive services that deliver care as close to home as possible.
6. In 2017, NHS England and NHS Improvement published the next steps on the NHS 5 Year Forward View which highlighted the importance of delivering a functionally integrated urgent care system to help address the fragmented nature of out of hospital services. In response to this NHS England developed a National Service Specification for integrated urgent care; this brings together NHS 111 call-handling functions with former GP Out of Hours (GP OOH) services to deliver integrated 24/7 urgent care access, clinical advice and treatment service. This new specification is the starting point to revolutionise the way in which urgent care services are provided and accessed.
7. The overall aim of the specification is to move from an “assess and refer” to a “consult and complete” model of service delivery. The integration specification makes it clear however that this is more than simply “bolting together” the existing NHS111 and GP OOH service provision, it is in fact the introduction of a new fully functional integrated service which features a new clinical advice function.

Current service offer

8. Within Staffordshire and Stoke on Trent there are currently many services that offer alternatives to A&E departments, however, understanding and navigating these services as a patient remains complicated. This confusion and lack of access to urgent care appointment leads to an over reliance on A&E services.

9. Currently across Staffordshire NHS 111 and GP OOH services are delivered under separate contracts, all ending at different times and subject to differing service specifications. The current services offered across Staffordshire and Stoke-on-Trent that are considered as in scope for Integrated Urgent Care procurement are:

- GP OOH services in North Staffs and Stoke CCG (Vocare)
- GP OOH services in Stafford & Surrounds, Cannock Chase and South East Staffs CCGs (Vocare)
- GP OOH services in East Staffs (Vocare)
- NHS 111 for Staffordshire (Vocare)
- NHS111 online service (Vocare)
- Urgent Care Centre/GP front-door streaming at Royal Stoke (Vocare)

10. It is likely that the below service will remain out of scope of the procurement due to the geography and practicalities of service location for face to face GP OOH appointments. For the avoidance of doubt, the patients registered with a Seisdon GP shall receive the same IUC model of care; however, should it be identified that they require a face to face GP OOH appointment this will be delivered by the service commissioned by Wolverhampton or Dudley CCG.

11. There will be a seamless transition for patients as services currently operate in this way.

- GP OOH services in Seisdon Peninsula (Dudley UTC provided by Malling Health and Wolves UTC provided by Vocare)

12. Other existing services will be included in the scope of Integrated Urgent Care's overall delivery, particularly as the system moves towards the delivery of the NHS Long Term. However, these will not be included in the procurement exercise; these services include but are not exclusive to:

- West Midlands Ambulance Service
- Community services within Midlands Partnership NHS Foundation Trust
- Mental Health services within North Staffordshire Combined NHS Healthcare Trust
- Voluntary and third sector services
- Urgent Care services provided by acute trusts

Implementation of the National Integrated Urgent Care Service Specification

13. The overall aim of the national specification is to move from an "assess and refer" to a "consult and complete" model of service delivery and a number of immediate actions for CCGs were identified for introduction by 31 March 2019; these included:

- Clinical Assessment Service (CAS) – a multi-disciplinary clinical team including at least one GP available 24/7. The service will reduce onward referrals and signposting by increasing the availability of telephone consultations by clinicians, the outcome of this will result in advice, prescription or booking into an appropriate service to be seen.

- Direct Booking – Post clinical assessment patients will be direct booked into an appropriate service, this includes GP OOH, patients own GP, extended access services, urgent treatment centres, services co-located with A&E
 - NHS111 Online – implement a solution that allows patients to access the IUC offer via an online solution
 - Integration with the Ambulance – support paramedics with access to the IUC service whilst on scene. Patients that dial 999 can be backwards passed to NHS111 and the CAS
14. The CCGs have worked with the current provider to contract vary the requirements outlined above into existing contracts, although all actions have been addressed further work is required in relation to direct booking. Whilst some of this is within the gift of the present provider; e.g. booking into the GP OOH services; there are external factors that have impeded implementation of direct booking to alternative services.
 15. It is recognised that the majority of contracts associated to the IUC procurement within Staffordshire and Stoke on Trent were previously awarded to the same Provider through individual competitive procurement processes. As a consequence of this, agreement was reached that from the 1st April 2019 all existing contracts will be aligned into a single Integrated Urgent Care service specification. This specification will meet the requirements of NHS England and also adhere to the nationally mandated key performance indicators.
 16. This single contract will run until the 30th September 2020 with a commitment that the six Staffordshire and Stoke on Trent CCGs will undertake a procurement exercise to appoint a suitable service provider who can deliver the national integrated urgent care service specification from the 1st October 2020.

Next steps

17. The six Staffordshire and Stoke-on-Trent CCGs have already commenced work to undertake a procurement to appoint a suitable service Provider to deliver integrated urgent care services to the population of Staffordshire and Stoke on Trent. This commenced with a Market Engagement Event with potential providers in February 2019.
18. Work is currently underway to develop a robust service specification, in line with the national specification.
19. To support the development of the service specification a series of targeted engagement activities will take place over the coming weeks. A copy of the

Communication and Engagement Plan outlining the key audiences that will be communicated with and timescales is attached as

Future Service Development

20. Additionally, the Long Term Plan details that by 2023 the Clinical Assessment Service will typically act as the single point of access for patients, carers and health professionals for integrated urgent care and discharge from hospital care.

21. It is the intention that the service specification for urgent care in Staffordshire and Stoke on Trent will be developed to allow the flexibility for service development as the contract will be awarded for a period of 5yrs with the possibility of a further 2yrs extension.

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Appendices/Background papers

Communications and Engagement Plan