

Dudley GP Out of Hours

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Chair


Dudley CCG



Liberating the NHS- Headlines

- GP consortia to take on most commissioning
- NHS Commissioning Board set up to oversee the NHS
- New national Public Health Service established
- SHAs & PCTs to go April 2013, all providers to FT by 2013 (backstop date 2014)

What it means for patients and the public

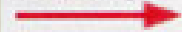
- Clinician involvement
 - “No decision about me without me”- greater influence over individual treatment and wider scale change
 - Greater use of patient recorded outcome measures and real time evaluation
 - Establishment of ‘HealthWatch’ England under CQC as a national patients’ voice - LINKs to become local ‘HealthWatch’ groups
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Future NHS Structure

Parliament

Key:

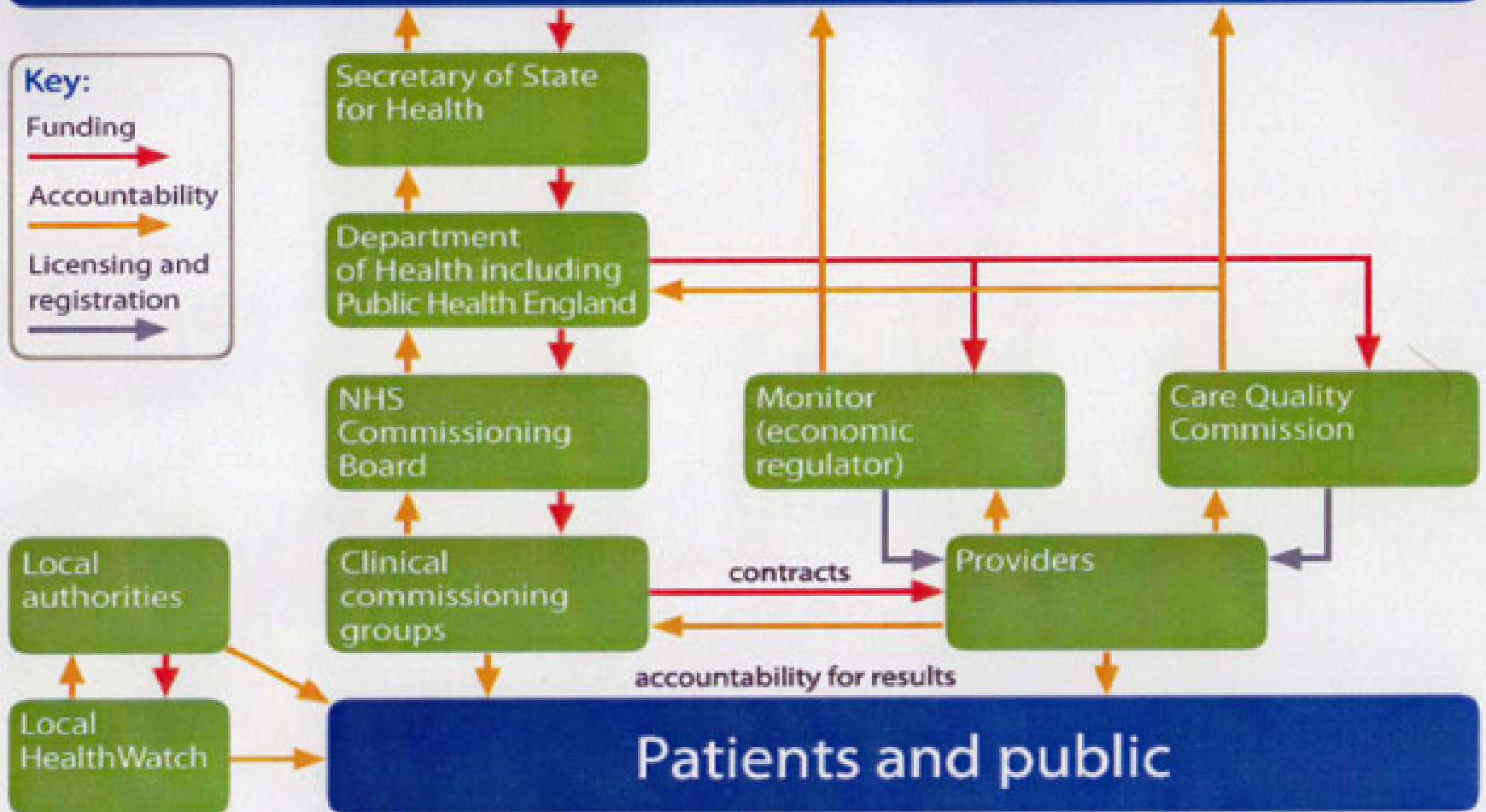
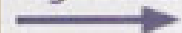
Funding



Accountability



Licensing and registration



Where are we now?

- Dudley CCG are currently a sub committee of the Black Country Cluster Board
- We have delegated responsibility for the majority of the budget to commission Health Services for Dudley Borough residents
- We will not be responsible for commissioning Primary Care services such as, GPs, Dentists & Pharmacy
- We are currently in transition to the 'new world' and are in the process of receiving PCT hand over for certain areas...
Managing the GP Out of Hours Contract is one such area.

Current GP Out of Hours Service

If patients need to see a doctor or nurse urgently and their GP surgery is closed they can:

1. Visit the Dudley Borough Walk-in Centre

This is located at Holly Hall Clinic, Stourbridge Road between 8.00 a.m. and 8.00 p.m., 7 days a week, including Bank Holidays.

2. Call GP Out-of-Hours service on:

Telephone: 0300 555 4566

Line is open from 6:30 pm and 8:00 am, Monday to Friday or anytime on Saturday and Sunday (and Bank Holidays).

Patients can always call their surgery and their answer machine message will remind them of the number.

3. For general health advice, call NHS Direct on 0845 4647.



Current Contract

- Provided by Primecare
- The WIC 5yr contract commenced on 1/4/2009
- The PCT decided to align the end dates for the OOH and WIC to 31.3.2014
- In April 2013 the CCG will take over responsibility formally for monitoring this contract.



What happens when you call?

The call handler will ask for some details:

- The callers name and contact details
- The name of the person that the call relates to
- The name of this person's doctor
- The reason for the call

It is important that people call this number for urgent help and advice only. Primecare will ensure patients see a doctor or a nurse if they need to. A doctor will visit patients at home if he or she decides it is necessary, or offer the patient an appointment at a Primary care Centre.

If the operator thinks that the patient needs an emergency ambulance, the operator will arrange that . If the patient does not need an emergency ambulance, the operator will keep their details and will either:

- Put the call through to a nurse who will ask more questions about the reason for the call . If the patient needs to see or speak to a doctor, they will already have all this information when they contact them; or:
- Arrange for a nurse to call the patient back as soon as possible. (This will only happen if Primecare are sure that the patient does not need very urgent treatment.)



Indicative Activity Data

In the last 3 months (July- Sept '12) the Dudley Borough Walk In Centre has seen on average 4233 patients per month . The contract plan is for 3289 patients per month.

For the same period the OOHs telephone service received 6865 calls (average of 2288 calls per month).

	July	Aug	Sept
Total calls	2522	2156	2182
Calls requiring Triage	1936	1632	1586
Calls referred to ambulance within 3mins	11	11	11
Calls Triage urgent (20min call back)	1344	1095	1235
Calls Triage (60min call back)	414	319	206
Of those Face to Face Visits (clinic)	763	685	655
Or arranged Home Visits	351	344	319

Patient Complaints

Walk in Centre-last 3 months

Poor Clinical Care x 1

Unsatisfactory Attitude to Customer x1

Unacceptable level of care/support x 2

Grand Total 4

OOHs- last 3 months

Attitude of Telephonist and clinician x1

Patient unhappy with consultation- rushed and inadequate x1

Complainant is unhappy about the clinical care provided in home visit x1

Complaint regarding OOH reports received in the last couple of months x1

Grand Total 4



Compliments (last 3 months)

Dudley Borough Walk-in Centre

A patient returned to centre to thank everyone for looking after her on the 2nd September and for arranging her admission to hospital with pneumonia. She was very grateful for the care she received and thinks that the team are all wonderful!

A patient has complimented the service saying that they were “...over the moon with first class service, nurses were great, seen promptly and put at ease regarding my son's condition.”

A parent who had used the service on an evening when her distressed four-year-old complained of ear pain got in touch to say thank you. They said they were seen quickly by a nurse who was ‘very professional, friendly and seemed genuinely happy to help’.

Dudley Out of Hours Service

A patient telephoned to thank the doctor who had visited him on Saturday morning at home. He was pleased with the doctor and the service he had received



GP Patient Survey – Out of Hours

	Know how to contact an out-of-hours GP service	Tried to call an out-of-hours GP service in past 6 months	Ease of contacting the out-of-hours GP service by telephone	Impression of how quickly care from out-of-hours GP service received	Confidence and trust in out-of-hours clinician	Overall experience of out-of-hours GP services
	Yes	Yes(All)	Easy(All)	About right	Yes(All)	Good(total)
ENGLAND	58.0%	12.9%	79.7%	63.3%	81.8%	70.9%
Dudley PCT	63.2%	12.1%	80.9%	58.8%	83.7%	67.1%

Better Than National Response

Worse Than National Response



**Your Questions , Comments,
Concerns Please**

