

Appendix 1

	Dudley
OOHs Provider	Primecare
Commencement of contract	01/04/2010
Date of Contract end	8am, 1 April 2013 with provision to extend 30 April 2014
Contract review	Quarterly review meetings
Quality Monitoring review	Quarterly
KPI's review	Quarterly
Quality Accounts produced	Yes
Recommendations of Dr David Colin – Thome and Professor Steve Field report are integrated into contract and KPI's.	Yes
Use of local doctors	Primecare uses approximately 88%* of local doctors to provide the Service. (Source: Primecare Quality Accounts Oct 2011). All doctors used are vetted to the required standards and are registered on a PCT Performer list
Walk round of PCC (unannounced)	Annually
PCT lead for monitoring arrangements	Primary Care Commissioning Team with clinical support where appropriate

**The definition of 'local' is the agreed local PCTs. Number of hours of local doctors as a % of total rota hours*

Appendix 2

Dudley PCT: Date of Confirm and Challenge 14 October 2010	
Strengths	<ul style="list-style-type: none"> • The PCT has a robust quality review system in place, with clear governance and clinical leadership. • The PCT has strong Board ownership and oversight of OOH quality issues. • The PCT was well placed to incorporate a number of early recommendations (from David Colin-Thomé's report) into its procurement process and new contract (effective from 1 April 2010) and has been able to introduce a number of enhanced KPIs in the specifications • There appears to be strong cultures and behaviours demonstrated by the OOH provider and the commissioner in respect of quality improvement, particularly regarding incidents and serious untoward incidents. • The PCT has robust contract monitoring and quality monitoring arrangements in place and the PCT has assured itself on a number of areas. • The medicines management team was integral to the procurement process and the development of the audit programme. • Both the PCT and the OOH provider have put in place mechanisms for seeking greater patient engagement and feedback (beyond satisfaction surveys). • There is good engagement with local GPs and shortly the reporting of OOH quality will be to PBC/GP commissioners
Areas for consideration	The PCT has flagged the risk relating to the transfer to 'soft intelligence' between its OOH provider and other PCTs where the OOH doctors are on other PCT performers lists.
Actions	<p>The above risk related to whether Primecare checked the performer list status of doctors that work for them with the relevant PCT\LHB on an on-going basis.</p> <p>It has been confirmed that Primecare have now added the above into their recruitment policy. Primecare now contacts each PCT on a regular basis to ensure that Primecare Performer List register is kept up to date. As evidence of demonstration of compliance, Primecare's Recruitment Policy has been amended to cover the above.</p> <p>The PCT has also fed back the outcome to the above to the WMSHA lead.</p>