

MEETING DATE:	10 October 2013	 North Lincolnshire Clinical Commissioning Group REPORT TO THE CLINICAL COMMISSIONING GROUP GOVERNING BODY
AGENDA ITEM NUMBER:	Item 6.3	
AUTHOR:	Allison Cooke	
JOB TITLE:	Chief Officer/Accountable Officer	
DEPARTMENT:	CCG	

PETITION REGARDING MEDICAL SERVICES IN BARTON-UPON-HUMBER

PURPOSE/ACTION REQUIRED:	Decisions for Approval
CONSULTATION AND/OR INVOLVEMENT PROCESS:	
FREEDOM OF INFORMATION:	Public

1. PURPOSE OF THE REPORT:					
<p>North Lincolnshire CCG has received a petition. The petition contains 1032 signatures and concerns Medical Services in Barton.</p> <p>The attached paper describes some of the potential background to the petition, considers whether there is any basis to consider the request for an Out of Hours (OOH) facility separate to the work the CCG is undertaking linked to Healthy Lives, Healthy Futures (HLHF), or the current mobilisation of the new Unplanned Care pathway.</p>					
2. STRATEGIC OBJECTIVES SUPPORTED BY THIS REPORT:					
Continue to improve the quality of services	X				
Reduce unwarranted variations in services					
Deliver the best outcomes for every patient	X				
Improve patient experience					
Reduce the inequalities gap in North Lincolnshire	X				
3. IMPACT ON RISK ASSURANCE FRAMEWORK:					
<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20%;">Yes</td> <td style="width: 20%; text-align: center;">X</td> <td style="width: 20%;">No</td> <td style="width: 40%;"></td> </tr> </table>		Yes	X	No	
Yes	X	No			
Might detract from key deliverables linked to Healthy Lives, Healthy Futures					
4. IMPACT ON THE ENVIRONMENT – SUSTAINABILITY:					
<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20%;">Yes</td> <td style="width: 20%;"></td> <td style="width: 20%;">No</td> <td style="width: 40%;"></td> </tr> </table>		Yes		No	
Yes		No			

5. LEGAL IMPLICATIONS:

Yes		No	
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6. RESOURCE IMPLICATIONS:

Yes		No	
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7. EQUALITY IMPACT ASSESSMENT:

Yes		No	X
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One is being done as part of Healthy Lives, Healthy Futures

8. PROPOSED PUBLIC & PATIENT INVOLVEMENT AND COMMUNICATIONS:

Yes	X	No	
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Continued Engagement and consultation planned as part of Healthy Lives, Healthy Futures

9. RECOMMENDATIONS:

Recommendations

The CCG Governing Body acknowledges receipt of the petition and considers whether it is assured:

- 1) That the actions with regard to ensuring information about access to primary care services in Barton is sufficient, if not what other actions may be needed
- 2) That the CCG priority remains to complete work with regard to Healthy Lives, Healthy Futures which will impact on the whole population, including Barton. This is because there is no evidence due to poorer outcomes to re-prioritise and deal with the needs of Barton in isolation.
- 3) If the CCG Governing Body is not assured, can it indicate what additional information it needs, and on what basis it considers there is a case for considering this request in isolation to Healthy Lives, Healthy Futures
- 4) As part of the CCGs role that it continues to work with NHS England to ensure that all North Lincolnshire residents have access to appropriate 'in hours' Primary Care Medical services including as necessary extended hours

Medical Services in Barton-upon-Humber

The petition

A petition containing 1032 signatures has been given to the CCG. The petition concerns the following:

With all the current national changes to healthcare administration it is evident that an Out-of-Hours facility would be of great benefit to the patients of Barton-upon-Humber who use the Central and West Town surgeries, both of which provide excellent services during their opening hours.

The problem arises when patients need to see a doctor during the evenings or at week-ends. We have spoken to both surgeries who understand the difficulties and are keen to find a solution which would:

- *Alleviate the congestion in both surgeries on Monday mornings.*
- *Reduce the inconvenience of patients having to make a 30 mile round trip to A & E, the North Lincolnshire 8to8 Centre or Out-of-Hours, which are in Scunthorpe.*
- *Reduce inappropriate use of A&E for minor issues which could be dealt with locally.*
- *Reduce undue call out of the ambulance service because people who, for various reasons such as age, infirmity or even poverty, have no transport to access out-oh-hours medical care without an ambulance.*

A possible solution would be to have an Out-of-Hours service here in Barton which could be available in the evenings and/or at week-ends. The East Riding of Yorkshire has such facilities in similar sized communities.

The local Clinical Commissioning Group has been approached but requires evidence of how widespread the problem is. Martin Vickers MP has been approached and would support such a service.

Whilst the petition is not directly related to the specific engagement work that the CCG has recently undertaken linked to 'Healthy Lives Healthy Futures' or any other recent consultations locally, the CCG is required to consider the petition and provide a response. In developing a response I have focused on the petitions observation that:

The problem arises when patients need to see a doctor during the evenings or at week-ends

Additionally Dr Jaggs-Fowler in his capacity as a GP at Central Surgery Barton and I recently met with Barton Town Council. During the past year concerns by patients have been raised via PCT complaints, PALs service and MPs about the availability and access to appointments at Central Surgery. This had been exacerbated by GP turnover. The Town Council were looking for information and assurance regarding access to services at the surgery including appointments and the number of GPs. Dr Jaggs-Fowler was able to explain how services were currently organised, improvements that have been made and in turn provide a level of reassurance.

It was clear however that despite changes the practice has made, some patients were not fully aware regarding the booking of appointments, opening hours, availability of clinics etc. Also in common with other practices in North Lincolnshire, the practice is able to provide an urgent appointment to see a GP on the same day; however it may not necessarily be with the GP requested by the patient. At the meeting, an action for the practice was agreed with the Town Council to provide to promote information about opening times, etc. and booking of appointments.

The CCG needs to consider what else it might do working with NY&H Area Team of NHS England. The future policy direction regarding extended hours working by practices, and seven day working across primary care is not yet clear.

Healthy Lives Healthy Futures (HLHF)

The CCG priority is currently to complete the work to develop options that would enable it to respond to the challenges locally that it has identified. The challenges being meeting need for increased and increasing standards in terms of quality of services, and the increased need for services resulting from the changing population demographic. The CCG needs to meet these challenges, whilst containing the overall cost of services as Health Service budgets are not planned to increase for the foreseeable future.

The overall criteria by which the CCG will judge between the options as to how it might be able to address these challenges are Quality of Services, Access, Deliverability and Affordability. In addition the CCG has articulated a vision for future services which looks to:

- prevent illness, promote self-care and independent living,
- delivery of care locally where it is safe and appropriate to do so
- secondary and tertiary services which are timely, responsive and of high quality.

HLHF is looking at how the needs of all North Lincolnshire communities can best be addressed going forward, including those living in the Barton area.

The understanding of need is being informed by the Joint Strategic Needs Assessment for North Lincolnshire and information about local health outcomes. In term of informing our understanding about access travel information, including Ambulance response times and patient flows is being utilised.

Access to an Out of Hours (evening and weekends) Doctor

Patients or carers should only need to access a doctor at an evening or weekend (out of hours) if they believed that the need was urgent. For routine/non-urgent care patients or carers should make an 'in hours appointment'.

From the beginning of October, access to a GP 'out of hours' in North Lincolnshire is all now part of the Unplanned care pathway. Patient or carers can access this pathway over the telephone using NHS 111. The NHS 111 service will help patients or carers determine whether the need is urgent or whether they can wait to see a GP at their own practice the following day for example. This should avoid unnecessary travel.

If the need is urgent patients may be asked to go to the Urgent/Emergency Care Centre at Scunthorpe General Hospital (SGH). Depending on their need, they may be seen there by a GP. Previously if they needed to see a GP, they would have been directed to the GP OOH service at SGH.

NHS 111 has been rolled out nationally to enable patients and their carers to access urgent care services more effectively and appropriately.

As now if the need is an emergency, carers can call 999 or go direct to SGH or Hull.

The CCGs rational for consolidating the unplanned care pathway, including the GP OOH services, was to ensure that patients who have an urgent need do receive a consistent quality and outcome response from health services, seven days a week. The SHMI indicator has amplified that this has not always been the case. Consolidation into one service is also ensuring that with the limited medical

manpower available locally and no additional funding every opportunity is being taken to deliver a better outcome for all North Lincolnshire residents.

The impact of move to a fragmented model as suggested by the petition would need to be fully evaluated in terms of ability to staff both, ensure standards at both and contain costs. The new unplanned care pathway needs to be allowed time to operate successfully, and be fully evaluated. The relatively small volume of work anticipated at such a facility in Barton, and possibly for similar rural communities would impact on the remaining main service at SGH, by reducing workforce capacity especially GP as well as the potential quality of service remaining at SGH.

Is there any evidence that Barton residents are receiving poorer health outcomes currently or unmet need?

The joint strategic needs assessment (ward level) and the health outcomes information (practice level) do not indicate that people in Barton have poorer outcomes relative to other populations in North Lincolnshire. People in Barton tend to live longer than other parts of North Lincolnshire, and the Quality Measures in terms of QoF for primary care in Barton are very good. There is no evidence of unmet need relative to other populations.

The population is more elderly as a proportion and increasing numbers of very elderly. Much of the needs of this population are best managed locally and with appropriate access to social care, primary medical and community services. There is no evidence to suggest that people from Barton are using or needing to use Emergency or urgent services at higher rates than other populations, because of poorer access to 'in hours' medical services.

As part of HLHF the needs of Barton in the context of North Lincolnshire populations overall will be considered. Further engagement is planned for early in 2014, followed as necessary by public consultation.

Access to primary medical services and whether this is adequate is a concern locally, as are travel times and distances.

Recommendations

The CCG Governing Body acknowledges receipt of the petition and considers whether it is assured:

- 1) That the actions with regarding to ensuring information about access to primary care services in Barton is sufficient, if not what other actions may be needed.
- 2) The CCG priority remains to complete work with regard to Healthy Lives Healthy Futures which will impact on the whole population, including Barton. This is because there is no evidence due to poorer outcomes to deal with the needs of Barton in isolation.
- 3) If the CCG Governing Body is not assured, can it indicate what additional information it needs and whether on what basis it considers there is a case for considering this request in isolation to HLHF.
- 4) As part of the CCGs role that it continues to work with NHS England to ensure that all North Lincolnshire residents have access to appropriate 'in hours' Primary Care Medical services including as necessary extended hours.

Allison Cooke
Chief Officer/Accountable Officer
North Lincolnshire CCG