

<b>Date:</b>	19 <sup>th</sup> October 2017
<b>Meeting:</b>	Primary Care Commissioning Committee
<b>Item Number:</b>	
<b>Public/Private:</b>	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>

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<b>GB Lead:</b> <i>(Name, Title)</i>	Liane Langdon, Chief Officer

<b>Report Title:</b>	Making Time for Everyone engagement outcomes
<b>Decisions to be made:</b>	The PCCC is asked to consider the appended report and agree that a requirement to respond to the identified priorities is included in the extended and enhanced hours procurement, and forms the basis for future engagement and service design.

<b>Continue to improve the quality of services</b>	<input checked="" type="checkbox"/>	<b>Improve patient experience</b>	<input checked="" type="checkbox"/>
<b>Reduced unwarranted variations in services</b>	<input type="checkbox"/>	<b>Reduce the inequalities gap in North Lincolnshire</b>	<input type="checkbox"/>
<b>Deliver the best outcomes for every patient</b>	<input type="checkbox"/>	<b>Statutory/Regulatory</b>	<input type="checkbox"/>

<b>Executive Summary (Question, Options, Recommendations):</b>
<p>The Making Time for Everyone engagement commissioned by the Primary Care Commissioning Committee on June 15<sup>th</sup> has now concluded and the report is appended here.</p> <p>The PCCC is asked to consider the appended report and agree that a requirement to respond to the identified priorities is included in the extended and enhanced hours procurement, and forms the basis for future engagement and service design.</p>

<b>Equality Impact</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The report includes findings which identify current inequality which can be addressed
<b>Sustainability</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Investment in primary care capacity and enhanced modes of access is key to transforming our system and supporting sustainability
<b>Risk</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	As with any engagement there is a reputational risk to the organisation if you do not act on the findings – this will be mitigated by inclusion of the findings in the procurement assessment and service specification
<b>Legal</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<b>Finance</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The CCG has access to national ring fenced resources which can only be used to extend hours in primary care.

<b>Patient, Public, Clinical and Stakeholder Engagement to date</b>									
	<b>N/A</b>	<b>Y</b>	<b>N</b>	<b>Date</b>		<b>N/A</b>	<b>Y</b>	<b>N</b>	<b>Date</b>
<b>Patient:</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<b>Clinical:</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Spring 2016
<b>Public:</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<b>Other:</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Background

On June 15<sup>th</sup> Primary Care Commissioning Committee received an options paper on Market Hill Procurement and Extended Access. The paper provided an up-date on the Market Hill Procurement and an outline proposal for the CCG strategy for enhanced access to primary care across North Lincolnshire, to meet the planning requirements as set out in the NHS Operational and Planning and Contracting Guidance 2017-2019.

The committee agreed:

- to support the single procurement of an APMS contract in respect of the Market Hill practice with an additional schedule covering enhanced extended hours provision for the whole population of North Lincolnshire.
- to launch an engagement exercise running from June to September to inform the development of a detailed contract specification

The engagement findings are presented in the appended report. Engagement activity was carried out by CCG staff and consisted of an online and hard copy survey, meetings and conversations with public/patient/VCS groups across North Lincolnshire

The engagement with patients sought to understand demand for services and their views and experiences to feed into the design of a new service specification to extend access to GP services from April 2018 and to inform the public about proposed changes.

Specifically whether patients:

- would want to access routine GP services during the evening or at the weekend
- would attend a different practice to do so,
- would see another healthcare professional instead of a GP
- would use technology such as Skype, 'apps' and online symptom checkers for advice and appointments.
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OSC were briefed and had an opportunity to comment upon the engagement plan (briefing appended for information)

The qualitative and quantitative data was analysed by an external analyst – their report is submitted for consideration by the PCCC to inform the next steps

## Next Steps

- Procurement of initial Extended hours services from April 2018 (one access point) with a view to wider roll out in 2019 (see specific agenda item)
- To note that the report will be published on the CCG website, shared with stakeholders and further communication from the CCG will take place on the outcomes of the engagement and how patient views have shaped decision making
- To consider the key findings/summary of recommendations