

Annex A – Herefordshire PCT Countywide Medical OOH, Dental OOH and a GP Led Health Centre

1 INTRODUCTION

Annex A outlines the proposed procurement of primary medical care services, medical OOH services and dental OOH services by Herefordshire PCT as part of the Herefordshire PCT Procurement.

2 PCT BACKGROUND INFORMATION

Herefordshire PCT was established in October 2000, this procurement opportunity is within the Herefordshire PCT locality.

Herefordshire PCT commissioned approximately £60 million of primary medical care services on behalf of its circa 180,000 population for the year ended 31st March 2008 and employed a total of approximately 1,106 whole time equivalent (“WTE”) staff.

The type and quantity of general practices within Herefordshire PCT are detailed below:

General Practice Contract	Number of Practices	Registered Patients ¹	Number of GPs ²	Single-Handed Practices ³	Training Practices ⁴
GMS	18	122,953	77	0	11
PMS	6	56,593	33.05	0	5
PCTMS	0	0	0	0	0
APMS	1	N/A as OOH Service	Medical aspect is GP Led	N/A	1 APMS contract covers supervised training re: OOH services for GP Registrars
TOTAL	25	179,546	110.05	0	16

1 The number of registered patients as at 1st April 2008.

2 The number of Whole Time Equivalent (WTE) GPs (rounded to the nearest whole number).

3 Single Handed Practices (SHPs) are those practices with a partnership size of only one general practitioner (GP).

4 Practices which are accredited to undertake training.

Herefordshire PCT sub-divides into the wards detailed below:

Broad age groups, Persons	
Area	All Ages
Aylestone ward	5,913
Backbury ward	2,915
Belmont ward	9,697
Bircher ward	2,783
Bringsty ward	2,853
Bromyard ward	5,967
Burghill, Holmer and Lyde ward	3,385
Castle ward	3,229
Central ward	2,681
Credenhill ward	3,383
Frome ward	3,342
Golden Cross with Weobley ward	3,067
Golden Valley North ward	2,973
Golden Valley South ward	3,053
Hagley ward	3,545
Hampton Court ward	2,737
Hollington ward	2,024
Hope End ward	5,771
Kerne Bridge ward	3,153
Kington Town ward	3,234
Ledbury ward	9,745
Leominster North ward	5,663
Leominster South ward	5,448
Llangarron ward	3,266
Mortimer ward	3,422
Old Gore ward	3,035
Pembridge and Lyonshall with Titley ward	3,029
Penyard ward	3,200
Pontrilas ward	3,343
Ross-on-Wye East ward	4,655
Ross-on-Wye West ward	5,429
St Martins and Hinton ward	10,660
St. Nicholas ward	6,623
Stoney Street ward	2,843
Sutton Walls ward	3,094
Three Elms ward	10,136
Tupsley ward	9,080
Upton ward	2,861
Valletts ward	3,365
Wormsley Ridge ward	2,735
HEREFORD CITY	54,790
Bromyard market town	4,522
Kington market town	3,234
Ledbury market town	9,745
Leominster market town	11,111
Ross market town	10,084

A map of the wards in Herefordshire PCT is set out below:



Further background information regarding Herefordshire PCT can be found at www.herefordshire.nhs.uk Additional data can be found at www.statistics.gov.uk and www.communityhealthprofiles.info.

3 Service 1: Herefordshire PCT GP Led Health Centre

3.1 Service Description

The indicative requirements for Service 1 (GP Led Health Centre) are based on the following primary medical care services

- Essential services (as defined in the National Health Service (General Medical Services Contracts) Regulation 2004);
- Additional and Enhanced Services to be agreed between Herefordshire PCT and the Provider.

Herefordshire PCT requires the Provider to meet the following Critical Success Factors (CSF's) throughout the life of the Contract:

Access

- Easily accessible location
- The GP Led Health Centre must be open between 08:00 hours and 20:00 hours 7 days per week, every day of the year; in addition cover for urgent and immediately necessary appointments (medical and dental OOH cover) is required from 18.00 hours – 08.00 hours for the whole county.
- The services must be provided in locations and facilities that meet local patient access preferences.

Capacity – GP Led Health Centre

- Must constitute additional capacity
- Must provide services to registered and non-registered patients and offer the facility for patients to register
- Must offer bookable GP appointments and walk-in services
- Must meet timescales for service commencement and be able to demonstrate how services will be provided to meet anticipated demand

Quality – GP Led Health Centre

- Must have GP services at core
- Must have a GP present during opening hours
- Patient centred primary medical care services delivered in a safe and effective manner
- Services delivered through a learning environment that includes training of doctors and other healthcare professionals
- Must have a system for seeking patient views on services provided and showing changes implemented as a result
- Premises must be fit for purposes and meet NHS minimum standards

Value for Money

- Demonstrate a reduction in inappropriate attendances at Hereford County Hospital A&E Department
- Services offered must be affordable within available budgets
- Services must constitute Value for Money
- Demonstrate readiness to work within APMS/PDS contract terms

Integration

- Maximise opportunities to integrate and co-locate with other community-based services, including social care and 3rd sector
- Positively contribute to local healthcare community
- Develop innovative solutions to partnership working
- Must work with Herefordshire PCT with a view to achieving the PCT's vision and objectives

Proposed Model for Herefordshire

Herefordshire PCT would prefer a single provider to offer an 8am – 8pm, 7 days a week, GP led Health Centre in Hereford City as well as the medical OOH services and dental OOH services (as outlined in appendix A.1) for the county. However, the PCT would look at individual bids for the three elements of the service as long as they can show connectivity and cost efficiency.

See appendix A.1

3.2 Service Location Information

The Service will fall within Hereford City Wards of Herefordshire PCT

The location of the GP Led Health Centre is yet to be determined, but it should ideally present an opportunity for co-location with other key health services and social care services.

Service location should be within easy access of Hereford County Hospital to maximise the opportunity for reducing inappropriate attendances at A&E.

Information in respect of other general practices within Hereford City Wards is detailed in the table below:

Name of Practice	General Practice Contract	Registered Patients ¹	Number of GPs ²	Single-Handed Practices ³	Training Practices ⁴
Belmont Medical Centre	GMS	7,702	4.4	No	No
Cantilupe Surgery	GMS	11,394	6.65	No	Yes
Greyfriars Surgery	PMS	5750	3.5	No	Yes
King Street Surgery	GMS	8,835	5.25	No	Yes
Moorfield Surgery	PMS	14,681	7	No	Yes
Quay House Surgery	GMS	5,223	3	No	No
Sarum House Surgery	GMS	11,041	5.9	No	Yes
Wargrave House Surgery	PMS	9,466	5.8	No	Yes
TOTAL		74,092	41.5	0	6

¹ The number of registered patients as at 1st April 2008.

² The number of Whole Time Equivalent (WTE) GPs (rounded to the nearest whole number).

³ Single Handed Practices (SHPs) are those practices with a partnership size of only one general practitioner (GP).

⁴ Practices which are accredited to undertake training.

3.3 Service Requirements

The indicative requirements for **Service 1 (GP Led Health Centre)** are based on the following primary medical care services

- Essential services (as defined in the National Health Service (General Medical Services Contracts) Regulation 2004);
- Additional and Enhanced Services to be agreed between Herefordshire PCT and the Provider.

Service 2 (Medical OOH) – The provision of “out of hours services”, as defined within the National Health Service (General Medical Services Contracts) Regulations 2004, between 18.00 to 08.00 seven days a week, including Bank Holidays.

Service 3 (Dental OOH) – The provision of “urgent treatment”, as defined within the National Health Service (General Dental Services Contracts) Regulations 2005 between 18.00 to 08.00 seven days a week, including Bank Holidays.

3.4 Patient Volumes

As this is a new GP Led Health Centre, there is no minimum list size.

It is expected that the Provider will increase the footfall of the new GP-Led Health Centre by targeting inappropriate A&E attendances and the people commuting into Hereford City

3.5 Opening hours

The primary medical care services, provided via the GP Led Health Centre, are required to be available between 08:00 hours and 20:00 hours 7 days per week, every day of the year. The medical OOH and dental OOH are required to be available between 18.00 hours and 08.00 hours 7 days per week, every day of the year.

3.6 Service Commencement

Service commencement will be 1st April 2009.

3.7 Workforce

There are no relevant staff currently employed by the PCT.

3.8 Training

There is a requirement to provide clinical training and work towards the relevant accreditation within 18 months of service commencement.

3.9 Infrastructure

3.9.1 Property

Providers are being asked to bid for services, not premises. As such they may have the option of adopting their own premises solutions, providing they meet the service

specifications. Where the PCT has located suitable premises (which may not necessarily be from their own stock) then they will be made available to the provider on lease terms that will be contained in the ITT

The PCT has not yet identified property solutions and therefore the Provider may be required to identify and provide a suitable location from which to deliver the services.

Herefordshire PCT reserves the right to mandate the property solution for the service; in such circumstances, the Provider may be required to enter into a lease or sub-lease arrangement for the use of that property. Further details on any such proposals and / or requirements for the Herefordshire PCT Scheme will be set out in the Herefordshire PCT Scheme ITT.

3.9.2 Facilities Management

The Provider will be required to provide and manage both hard FM and soft FM requirements.

The Provider will be required to fund FM Services costs except where FM Services are provided as part of lease terms for premises made available by the PCT. In such circumstances Herefordshire PCT may require the Provider to utilise existing FM Services.

Further details on FM Services requirements for the Herefordshire PCT Scheme will be set out in the Herefordshire PCT Scheme ITT.

3.10 IM&T

The Provider will be required to provide an appropriate IM&T solution in agreement with Herefordshire PCT.

The Provider will be required to provide data migration support from existing GP system to the new GP System.

Appendix A.1

Herefordshire PCT – Proposed Model for Medical Out of Hours Services, Dental Out of Hours Services and a GP Led Health Centre

Introduction

As part of the NHS Next Stage Review being led by Lord Darzi, each Primary Care Trust in England is tasked with developing a GP led Health Centre, which will be open from 8am until 8pm, seven days a week, which can provide booked appointments and walk-in services to registered and non-registered patients.

There has been mounting concern locally, regionally and nationally about the affordability of these centres and their suitability for rural areas.

Herefordshire has seen a number of innovative developments in unscheduled care, most notably the co-location of the GP Out Of Hours (OOH) Service next to the Accident and Emergency (A&E) Department at the County Hospital. This development has seen an increasing number of patients referred from the A&E Department to the OOH Service. It could be argued that these patients are essentially accessing a current 'walk-in' GP led service. However it should be noted that this arrangement currently only operates from 6pm until 8am.

The recent pilot of having a GP on site in A&E showed that approximately 60% of patients attending A&E during the day could be treated appropriately within a Primary Care service. In addition we know that the peak flow of patients attending A&E is between 8am and 7pm. This would suggest that any further development of a GP led walk-in service should be closely aligned with A&E and could serve to alleviate the pressure on A&E, reduce patient waiting times and provide a more appropriate level of service for a significant number of patients.

This Local Needs Assessment has been undertaken as a result of those concerns. Existing information about the Herefordshire population, commuting and transport flows, patient survey results, GP list sizes and attendance at A&E has been scrutinised.

The key findings are as follows:

- Herefordshire County is currently well provided with GPs and primary care services

- 87% of local people are happy with existing GP opening times, of those who aren't the main issues are access to evening and Saturday appointments which could be addressed by the requirement for 50% of current GP surgeries to offer additional opening times by the end of 2008.
- Access to GP's is very good in Herefordshire. The 2007 patient survey about GP access showed that 92% of patients could make an appointment with a GP within 48 hours (86% nationally) and 80% of patients could book an appointment with a GP 2 or more days in advance (75% nationally)
- Population growth forecasts for Herefordshire show an increase of 980 people across Herefordshire between 2008 and 2011. Current lists sizes (between 1,600 and 1,700) show that the existing GP base should be able to accommodate this increase.
- Any new development should be based in Hereford City as a result of the demographics of the county, commuter travel flows and existing service delivery models.
- There are a substantial number of people who commute into Hereford City each day (22,400 including Hollington). These are potential customers of a 'walk in' Primary Care facility. Therefore, there is a potential for an innovative service, that would increase access to this sector of the population.
- A Hereford City based service would have the potential to alleviate some of the inappropriate attendances at A&E and provide more appropriate services to some patients.

The re-tendering of the medical and dental Out Of Hours service in conjunction with the GP Led Health Centre offers an opportunity for an innovative local solution.

Local Context

To ensure value for money (VFM) and that any development of services undertaken as part of the EAPC Programme meets local need it is important to review a broad range of information about the Herefordshire population and existing Primary Care Services.

Herefordshire has seen a number of innovative developments in unscheduled care, most notably the co-location of the GP Out of Hours (OOH) Service next to the Accident and Emergency (A&E) Department at the County Hospital. This development has seen an increasing number of patients referred from the A&E Department to the

OOH Service. It could be argued that these patients are essentially accessing a current 'walk-in' GP led service. However it should be noted that this arrangement currently only operates from 6pm until 8am.

Plans are underway to develop a joint A&E and OOH triage system within the A&E Department.

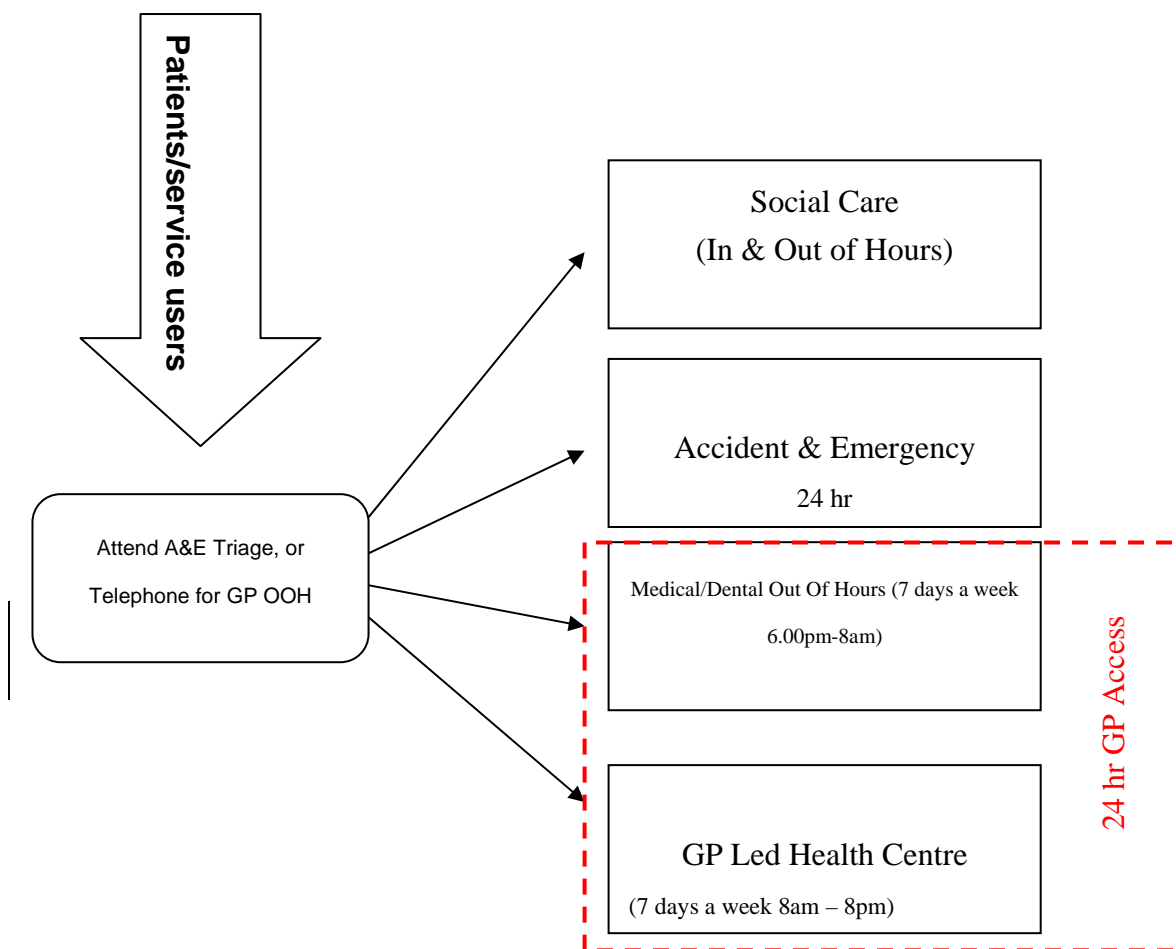
The recent pilot of having a GP on site in A&E showed that approximately 60% of patients attending A&E during the day could be treated appropriately within a Primary Care service. In addition we know that the peak flow of patients attending A&E is between 8am and 7pm.

Service Descriptions

Service 2 – The provision of “out of hours services”, as defined within the National Health Service (General Medical Services Contracts) Regulations 2004, between 18.00 to 08.00 seven days a week, including Bank Holidays.

Service 3 – The provision of “urgent treatment”, as defined within the National Health Service (General Dental Services Contracts) Regulations 2005 between 18.00 to 08.00 seven days a week, including Bank Holidays.

Proposed Model



The model would rely on a single provider for the medical OOH services, dental OOH services and a GP led Health Centre, with 24 hours a day, seven days a week service provision. The Provider would need to work closely with the A&E Department at Hereford Hospitals NHS Trust to ensure inappropriate attendances were diverted quickly and easily to the GP led service.

The GP Led Health Centre would need to be integrated with the OOH provision to ensure no duplication of cover at evenings and weekends, whilst still providing face to face contact at Leominster Community Hospital, Ross on Wye Community Hospitals and Kington Court Health and Social Care Centre at designated times during the weekends.

A single triage system is already being developed at the A&E department 'out of hours' and could be extended to cover the period 8am to 6pm. There will need to be a

physical presence at A&E to ensure that patients in need of A&E service are seen quickly. We would also like to build upon the current telephone contact arrangements for GP OOH and develop the service to include Social Care. This would give members of the public a single point of contact for Health and Social Care and ensure best use of services, whilst improving the experience of those accessing services. The Provider would be expected to ensure that the appropriate links are made between the triage system at A&E and the telephone service.

Dental arrangements will need to be reviewed and the telephone contact service will need to cover the appropriate periods for OOH dentistry.

Patients will be able to register with the GP Led Health Centre, however the PCT would only anticipate a small number of patients doing so, as those within the new service boundary are already able to register easily at a range of high quality practices and are likely to choose to use the new service during the times when their registered practice is closed.