

**HEALTH SCRUTINY COMMITTEE MEETING
31st JULY 2009**

REPORT OF THE GENERAL MANAGER, PRIMECARE, HEREFORDSHIRE

Introduction

This report aims to provide committee members with an update on the out of hours services provided by Primecare within Herefordshire, and on the development of the "Equitable Access Primary Medical Centre" (EAPMC) in Hereford city

Out of hours service provision

The 2009 contracts for **medical, dental, and district nursing services**, came into effect on April 1st. New auditing and reporting mechanisms are being developed between the Primary Care Trust and Primecare in order to provide the level of detailed performance analysis required by the commissioners. A performance report is submitted 10 days after the end of each month. The contents of this are reviewed for data quality and evidence that agreed clinical standards are being achieved

The out of hours service for **adult social care** was fully transferred from Worcestershire Emergency Duty Team (EDT) to Herefordshire on 1st June. This new service is being carefully monitored but significant problems have not been experienced.

Primary Care Centres (PCC) continue to operate for short periods at weekends in Leominster, Kington and Ross-on-Wye. These are in addition to services in Hereford.

A new development for the out of hours service is the introduction of nurse triage and assessment. This is being introduced gradually to ensure that the service offered is appropriate to the needs of patients and contributes to the effectiveness of the service overall. All staff engaged in this work are experienced in this area and have undertaken further in-house training to ensure they are working to the high standards expected by Primecare and the PCT.

Premises

To ensure best value for money and connectivity, Primecare's business case for medical out of hours and the EAPMC in Herefordshire requires that the two services should be co-located within the city. A preferred site has now been identified and plans prepared. Once financial approval has been obtained these will be submitted to the Planning Department.

As this would be an entirely new build the opening of the new health centre will be delayed – probably into the early part of 2010. However, the location and planned design of the building would facilitate the delivery of extensive, high quality services which would enable the expectations expressed in the contract to be realised.

In the meantime the medical out of hours services continue to be provided from the Primary Care Centre next to A&E, and rooms within the Gaol Street Clinic.

Health Centre Planning and Development

Although premises have yet to be confirmed, those staff already working on this project are putting in place some of the administrative and organisational infrastructure that will be needed. This includes the development of policies and procedures, training, IT systems, and learning from those clinics already in operation – or with start dates imminent.

Staff

In June, Jon Allen came into post as the first of two Clinical Services managers for Herefordshire. He trained at the University of Worcester and has since held various nursing posts within Herefordshire, most recently as Clinical Site Manager at Herefordshire County Hospital. Emma Durmaz has been appointed as Medical Auditor and will take up her post at the end of July.

Stakeholder Engagement

Primecare representatives have regular meetings with representatives of the PCT and both parties recognise the value of pro-active, meaningful communication.

As part of the contractual commitments, Primecare have initiated a Clinical Advisory Group to give appropriated parties an opportunity to understand, support and advise the new services. Participants will eventually include representatives of general practice, dental services, district nursing services, social services, the PCT, and LINKs

Mr Jim Wilkinson, Chairman of LINKs, has agreed to be involved in this group and will represent the interest of local patients and the general public in respect of the new services. On 17th July a patient forum was held to obtain views of the service from those who had used it in the past 3 months. Unfortunately attendance was lower than expected and further attempts to gauge patient opinion are being planned.

Dr Peter McKay, Local Medical Director, regularly attends LMC meetings and is always available to respond to questions or concerns regarding the clinical aspects of Primecare's operations. Malcolm Sampson, Health Centre Manager, has been invited to join the Herefordshire Practice Managers' group and aims to forge strong links with colleagues throughout the county

Angela Maile
General Manager
Primecare, Herefordshire