

AGENDA ITEM

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Title/Subject: NHS Forth Valley GP Out of Hours Service – Interim Changes
Meeting: Integration Joint Board
Date: 04 August 2017
Submitted By: Medical Director, NHS Forth Valley
Action: For Noting

1. INTRODUCTION

- 1.1 This paper details the current challenges in providing a sustainable GP Out of Hours (OoHs) service over the summer months and the short and longer term actions required to deliver a sustainable service model in the future.

2. RECOMMENDATION

The Integration Joint Board is asked to:

- 2.1 Note the interim arrangements for the period July to September 2017 as summarised below and support the approach to:
- Maintain services in 3 Centres Monday to Friday 6pm to Midnight. From midnight reconfigure services from two centres (currently Larbert and Stirling) to one centre at Larbert.
 - Deliver services at weekends from 2 centres, Stirling and Larbert, 8am to midnight (rather than from the 3 current centres), and from midnight - deliver services from Larbert rather than from 2 current centres Stirling and Larbert.
 - Progress a review of pay rates for sessional and salaried GPs and advertise for salaried GPs.
 - Recruit to vacant GP and recruit additional Advanced Nurse Practitioners and other health professionals to deliver OOHs services in Forth Valley within current resources.
 - Continue to progress Urgent Care Transformation to implement the recommendations of the "Report of the Independent review of Primary Care Out of Hours Services" November 2015 (Linked to the Primary Care Transformation Paper).



3. BACKGROUND

- 3.1 In line with other NHS Boards, the availability of suitably qualified and experienced GPs to provide clinical cover out of hours has become increasingly challenging. This has led to vacant rota slots and increasingly frequent activation of the Board's Contingency Plan for OoHs services over the past few months. There are a number of factors which have contributed to this situation locally and nationally which are outlined in the Report of the Independent Review of Primary Care Out-of-Hours Services by Professor Sir Lewis Ritchie.
- 3.2 Work is ongoing to redesign the service model in line with the National Review Report recommendations. The local programme for Primary Care and Out of Hours transformation is outlined in the report at Item 12 on this agenda. The timescale for delivery of the changes required will not address the immediate challenges faced by the service, particularly over the summer months and during public holidays. These are peak times for leave for many of the GPs who provide cover which presents a high risk of unfilled rota slots and further unplanned activation of contingency arrangements.
- 3.3 A number of interim changes are therefore required while wider work is carried out to review the service and look at future service arrangements in line with recommendations of the national review ensuring safety and sustainability longer term.

4. GP Out of Hours Service – Interim Changes

- 4.1 Out of Hours GP services are currently provided weekdays from 6pm hours to 8am and 24hrs at weekends and public holidays.
- 4.2 The Primary Care Out-of-Hours Centres at Larbert (Forth Valley Royal Hospital) and Stirling (Stirling Community Hospital) provide cover from 6pm to 8am weekdays and 24hrs at weekends and public holidays.
- 4.3 The Out of Hours Centre at Clackmannanshire (Clackmannanshire Community Healthcare Centre) provides cover from 6pm to midnight weekdays and 8am to midnight at weekends and public holidays.
- 4.4 Due to the increasing and ongoing challenges in providing sufficient medical cover for the three existing Primary Care Out-of-Hours Centres the plan is to make a number of interim changes to the way these services are configured from 24th July to 30th September 2017.
 - During week days Primary Care OoH Services will continue to be provided from the three existing Centres at Larbert, Stirling and Clackmannanshire up until midnight. After midnight the service will be provided from one centre in Larbert rather than from two centres in Larbert and Stirling.

- At weekends and public holidays services will be provided from two centres in Larbert and Stirling up to midnight (rather than the existing three centres at Larbert, Stirling and Clackmannanshire) and one centre at Larbert from midnight to 8am (rather than the existing two centres at Stirling and Larbert).
- 4.5 Consolidating service provision in this way during weekends and overnight will ensure that the staff resources available continue to be used efficiently to address the demand for GP advice, treatment and home visits for urgent health care needs. These changes will also ensure clinical staff are better supported at times where recruitment to particular shifts is challenging.
 - 4.6 During this interim period work will be progressed to recruit additional clinical staff including GPs and Advanced Nurse Practitioners. Pay rates for salaried and sessional GPs will also be reviewed. It is not envisaged this will create financial challenges for the service, if anything this will improve cost effectiveness.
 - 4.7 Work is being taken forward to identify the impact of these changes for all staff involved and actions taken to support individual staff as required.
 - 4.8 A number of detailed briefings have been provided to ensure all staff, key external stakeholders and the wider public are aware of the interim arrangements and plans to carry out a wider review of service activity. Managers and clinical leads will also work with local staff and patients using the service during the interim period to gather their feedback, ideas and suggestions on how future services can best be designed and delivered in the future.

5. CONCLUSIONS

- 5.1 The interim consolidation arrangements described are necessary to ensure a safe and sustainable NHS Forth Valley Out of Hours service is provided. The IJB Committee are asked to note and support these changes.
- 5.2 Going forward, a detailed review of the service will begin to ensure long term safety and sustainability.

Resource Implications

There are no immediate resource implications, the interim changes will be met within the current budget. However on completion of the work to transform OOHs services a fully costed Model of service delivery will be considered as part of the funded transformation programme and brought back to the IJB and NHS Board for approval.

Impact on IJB Outcomes and Priorities

Sustainable Out of Hours medical cover is a key component of being able to maintain people and patients in the community and therefore underpins all IJB strategic priorities.

Legal & Risk Implications

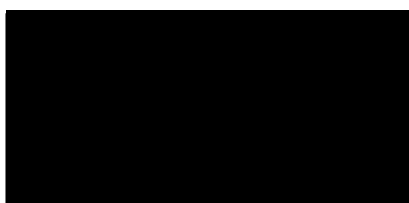
Changes are consistent with the planned transformation of Primary Care Services. Risks will continue to be highlighted and managed through the appropriate Risk Management processes.

Consultation

Consultation with all staff affected was formally undertaken on 19th July 2017 and one to one meetings have also taken place.

Equalities Assessment

Given the temporary nature of this change an equality impact assessment has not been completed. This will be completed for the agreed revised model of service delivery going forward.



Approved for Submission by: Andrew Murray, Medical Director, NHS Forth Valley

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Date: 25th July 2017