

## East Berkshire CCG Seven Day Service Implementation Position

*This paper sets out the CCGs position in respect of seven day services implementation in both 2016/17 and the process for the development of long-term plans for 2020/21.*

### NHS England Extract

#### ***National 'must dos' for 2016/17***

*21. Whilst developing long-term plans for 2020/21, the NHS has a clear set of plans and priorities for 2016/17 that reflect the Mandate to the NHS and the next steps on Forward View implementation.*

*22. Some of our most important jobs for 2016/17 involve partial roll-out rather than full national coverage. Our ambition is that by March 2017, 25 percent of the population will have access to acute hospital services that comply with four priority clinical standards on every day of the week, and 20 percent of the population will have enhanced access to primary care.*

***There are three distinct challenges under the banner of seven day services:***

***(i) reducing excess deaths by increasing the level of consultant cover and diagnostic services available in hospitals at weekends. During 16/17, a quarter of the country must be offering four of the ten standards, rising to half of the country by 2018 and complete coverage by 2020;***

***(ii) improving access to out of hours care by achieving better integration and redesign of 111, minor injuries units, urgent care centres and GP out of hours services to enhance the patient offer and flows into hospital; and***

***(iii) improving access to primary care at weekends and evenings where patients need it by increasing the capacity and resilience of primary care over the next few years.***

*23. Where relevant, local systems need to reflect this in their 2016/17 Operational Plans, and all areas will need to set out their ambitions for seven day services as part of their STPs.*

### Acute Service Current Position

The CCG in 2015/16 had a Service Development Improvement Plan with Frimley Health. Frimley Health completed a self-assessment against compliance on 4 of the 10 standards that were identified by NHS England as the key priorities . These were as follows:

Standard 2: Time to Consultant Review

Standard 5: Access to Diagnostics

Standard 6: Access to Consultant-directed Interventions

Standard 8: On-going Review

The raw data for the self-assessment audit was made available to commissioners in January 2016 and shows both Frimley Park and Wexham Park sites to have generally positive results which compare favourably against other local acute Trusts. Areas which stand out for improvement are:

- Access to diagnostics within 12 hours for urgent patients at the Wexham Park site (1 hour and 24 hour performance is good).
- Twice-daily consultant review for patients on Acute Medical and Acute Surgical Units (both sites).
- Metrics around inpatient specialist referrals (both sites).

Progress on these standards will be subject to contractual quality monitoring arrangements in 2016/17. A Quality Schedule indicator is being formulated to ensure that the provider reports quarterly to the commissioner with an updated monitoring plan against each agreed

action for implementation, any mitigation for non-achievement of milestones and highlighting areas where commissioning support is required.

### Community and Mental Health Service

For BHFT there is Consultant input to all new admissions for both sectioned and informal patients until midnight and at weekends. Community Health Services is non-consultant led and have GP's who provide the medical cover. Out of Hours provides cover outside normal practice hours.

### Primary Care

Each CCG is currently providing primary care bookable appointments across 6 and 7 days a week through hub and spoke models. Each CCG in East Berkshire has developed extended hour for primary care service during 2015/16 as follows:-

|  |              | BACCG   | Slough CCG  | WAM CCG  |
|--|--------------|---|---|--|
| <b>Extended timeline</b>               | <b>hours</b> | <ul style="list-style-type: none"> <li>Urgent care: 2014 onwards</li> <li>Planned care: Dec. 2015 onwards</li> </ul>  | <ul style="list-style-type: none"> <li>Urgent care: Slough Walk in Centre to June 2017</li> <li>Planned care: June 2014 onwards</li> </ul>  | Planned, routine PC appointments August 2015 onwards   |
| <b>Extended model</b>                  | <b>hours</b> | Planned care provided by Berkshire Primary Care Ltd, appointments bookable via practices.<br>Urgent primary care provided via a primary care led urgent care centre, accessed via.... | Planned care provided by 16 practices via 4 hubs. Bookable in advance via own practice.<br>Urgent primary care at own practice or walk in centre or GP out of hours   | Planned care provided by East Berkshire Primary Care OOH, appointments bookable via practices. |
| <b>Extended scope</b>                  | <b>hours</b> | <ul style="list-style-type: none"> <li>Urgent care: 7/7 08:00 – 20:00</li> <li>Planned care: Evenings 18:30 – 20:00 Saturday: 08:00 – 14:00</li> </ul>                                | <ul style="list-style-type: none"> <li>Urgent care: 7/7 08:00 – 20:00</li> <li>Planned care: (excl B/Hols)<br/><i>Evenings 18:30 – 20:00</i><br/><i>Saturday: 09.00 – 13.00</i><br/><i>Sunday: 09:00-13:00</i><br/><i>Plus booked complex cases in &amp; out of hours (CCM).</i></li> </ul> | Planned care:<br>Weekdays: 1830-2130<br>Sat: 0900-1700<br>Sun: 1100-1600                       |
| <b>Number of extended hours 'hubs'</b> |              | Urgent care: 1<br>Planned care: 1   | Urgent care: 1<br>Planned care: 4   | Planned care x 2   |
| <b>Extended capacity</b>               | <b>hours</b> | Urgent care:<br>Planned care: 16,000 appts p.a.   | Urgent care: 42,000 appts p. a.<br>Planned care: 19,392 appts p.a.<br>Complex Case:11,610 appts p. a.   | Planned care: 30,000 appts. pa   |
| <b>Results / impact</b>                |              | <ul style="list-style-type: none"> <li>The planned care project is in the early stages so not possible to measure system/access input</li> <li>88% net promoter score</li> </ul>      | 97% user satisfaction<br>20% unused capacity with DNAs and vacant appts. in year 1. Year 2 similar but not reviewed since model   | Patient satisfaction<br>98%Weekday booked appts: 97%<br>Sat: 77%<br>Sun: 25%                   |

|  |                                     |  |   |
|--|-------------------------------------|--|---|
|  | from patients during first 3 months | changed Sept 16 to include CCM and text reminders.       |   |
| <b>Number of practices offering extended hours</b> |                                     | 16 via the 4 hubs<br>8 via the Directed Enhanced Service | All 17 WAM practices taking part in pilot |
|  |                                     |  |   |

The 3 CCGs have agreed to consider the requirements across primary and urgent care in line with several key contracts that are ending in 2017. This is a prime opportunity to review outcomes to date of all 3 extended GP access schemes and will be a focus during 2016-17 to consider a new model of care that will also reflect the 'New Vision of Care' principles of more integration.

### **Improving Access to Out of Hours Care**

Through the development of the Urgent and Emergency Care Strategy and the baselining exercise carried out by the Thames Valley Urgent and Emergency Care Network there is better understanding of the capacity and delivery of out of hours services across East Berkshire. The work carried out during 2015/16 to specify improved service level agreements for a number of services and there is now a number of work programmes in place to achieve this. These are outline in our urgent and emergency care strategy mobilisation plan. The key areas for delivery in 2016/17 are:-

- Re-procurement 111 across Thames Valley and a revised intergrated specification for Out of Hours Services
- Re-procurement of Slough Walk in Centre
- Revised specification for Maidenhead Urgent care centre