

Report to: East Sussex Health Overview and Scrutiny Committee (HOSC)

Date of meeting: 27 June 2019

By: Assistant Chief Executive

Title: Urgent Care – Out of Hours Home Visiting Service

Purpose: To update HOSC on the procurement of an Out of Hours Home Visiting Service as part of the wider redevelopment of urgent care in East Sussex

RECOMMENDATIONS

The Committee is recommended to consider and comment on the report

1 Background

1.1 Urgent care is a term that describes the range of services provided for people who require same day health or social care advice, care or treatment. This is different from emergency care provided in accident and emergency departments (A&E), other hospital departments, 999 and ambulances which are set up to respond to serious or life-threatening emergencies.

1.2 Following a national review in 2014, NHS England set out clear commissioning standards to ensure future urgent and emergency care services are integrated and offer a consistent service. In March 2017, NHS England and NHS Improvement published the *Next Steps on the NHS Five Year Forward View* which highlighted the importance of delivering integrated urgent care services to help address the fragmented nature of out-of-hospital services. The *NHS Long Term Plan* published in January 2019 reiterated the need to reform urgent care. There are 10 nationally set key deliverables in relation to urgent and emergency care including:

- the roll out of standardised new 'Urgent Treatment Centres' (UTCs) which will be open 12 hours a day (minimum), seven days a week, integrated with local urgent care services by December 2019;
- the commissioning of the nationally mandated increase in Extended Primary Care Access (access to GP appointments outside core hours and at weekends) by October 2018.
- the re-procurement of NHS 111 as a service that includes the ability to book patients into UTCs and to have a Clinical Assessment Service (CAS) that can hear and treat patients over the phone.

1.3 The Committee has considered several reports, most recently in September 2018, providing an update on various elements of the urgent care redevelopment in East Sussex. The CCGs requested to provide an update to the Committee on the development of the procurement of an Out of Hours (OOH) Home Visiting service.

2. Supporting information

2.1. Currently, South East Coast Ambulance Service NHS Foundation Trust (SECAmb) provides the NHS 111 service that undertakes the initial phone triage. If the call requires further clinical input in the out of hours period it is passed to the Out of Hours (OOH) provider (IC24) for a phone conversation. This may lead to either an appointment in an OOH base or a home visit, if appropriate.

2.2. The NHS 111 service currently being re-procured will include a CAS that will enable patients to be diagnosed over the phone by a clinician and either treated or passed onto the necessary service, including the OOH Home Visiting Service.

2.3. The seven Clinical Commissioning Group (CCGs) Governing Bodies agreed that the OOH Home Visiting Service would be run as a separate procurement to the rest of the NHS 111-CAS procurement. **Appendix 1** sets out the details of the proposals for the Home visiting service, which include:

- The service will run from 18:30pm – 08:00am.
- As there is no direct route into the OOH Home visiting service for patients, all calls will go via the NHS111-CAS service.
- Patients will be clinically assessed in the CAS by either a GP or suitably skilled healthcare professional with access to their GP medical record/summary.
- The information from this assessment will be passed directly to the OOH Home Visiting service, so there should be no need to re-triage.
- The OOH Home Visiting Service will be a GP led multi-disciplinary team, which is expected to consist of GPs, Paramedic Practitioners, Advanced Care Practitioners and Prescribers.
- The OOH Home Visiting service Key Performance Indicators (KPIs) include that 95% of patients receive a face-to-face consultation within their home residence within the specified period: 1hr (emergency), 2hrs (urgent), 6hrs (non-urgent).

2.4. The OOH Home Visiting Service is being commissioned across the whole of Sussex and is expected to go live from 1 April 2020.

2.5. The NHS 111-CAS procurement will be considered by this Committee at the September meeting.

3. Conclusion and reasons for recommendations

3.1 This report provides HOSC with an update on developments in relation to some aspects of a wider urgent care reconfiguration across East Sussex and the Sussex and East Surrey Sustainability and Transformation Partnership (STP) as mandated by NHS England through the NHS Long Term Plan. Future updates on the NHS 111 re-procurement; the UTC at Lewes Victoria Hospital; and a report of the findings of the HOSC review board currently looking at the proposals for UTCs in Eastbourne and Hastings are planned for the next HOSC meeting in September.

3.2 HOSC is recommended to consider and comment on the updates.

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