

Out of Hours Visiting Service – Update report to East Sussex HOSC, June 2019

Background:

In March 2017, NHS England and NHS Improvement published the Next Steps on the NHS Five Year Forward View. This document highlighted the importance of delivering a functionally integrated urgent care service to improve patient care.

In November 2018, the seven Sussex CCG Governing Bodies agreed that the Out of Hours (OOH) Home Visiting Service would be run as a separate procurement to the NHS111/Clinical Assessment Service (CAS) Procurement.

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

From 1st April 2020 the model will change so that there will be one contract that responds to patients as part of the phone call, as opposed to passing someone around the system. Patients if needed to will be seen in a local urgent care setting or if appropriate will have a home visit.

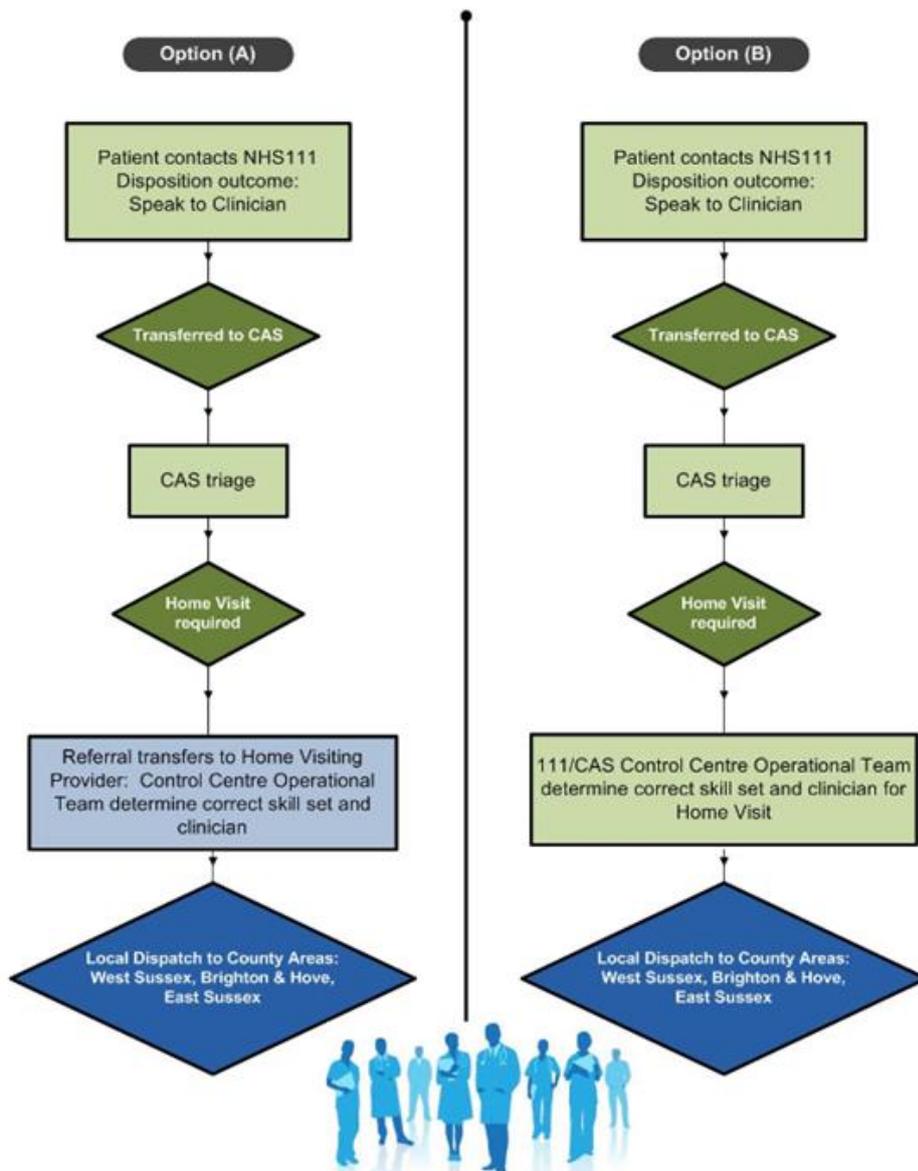
An interim contract to deliver this service has been negotiated with current providers (SECAmb and IC24) and commenced in April 2019. A full procurement of these services is underway, with service due to go live in April 2020. The GP Out of Hours Visiting service(s) will be commissioned separately as a pan-Sussex service. This will follow an open tender procurement process with service mobilisation by April 2020

The Sussex Out of Hours Home Visiting Service:

The new OOH Home Visiting Service for Sussex will go live from 1 April 2020. The service will run from 18:30pm – 08:00am and will be managed through NHS111-CAS. What this means is there should no longer be a need or requirement to re-triage. This has been a consistent complaint from patients around having to repeat information two or three times. Patients will be clinically assessed in the CAS by either a GP or suitably skilled healthcare professional.

As there is no direct route into the OOH Home visiting service for patients, all calls will go via the NHS111/CAS service.

We have been working with data from our current provider and our Clinical Leads to create two options for an operating model, see image below:



We will procure a high quality, patient-centred, safe and effective clinical out of hours home visiting service in the Sussex area, working with all other local providers, local authorities and commissioners to foster an environment where care can flourish through quality reviews, shared support and adapt to meet the future needs of a fully integrated urgent care system.

Access to records:

Access to patients GP records, starts in 111-CAS. This will be the first point of contact where a suitable healthcare professional is able to carry out a comprehensive telephone assessment with the patient by accessing their GP medical record/summary. The information from this assessment will be passed directly to the Out of Hours Home Visiting service, which is why there's no need to re-triage. During the visit itself the clinician may also need to access to the patients GP medical record/summary which is the future direction for the service.

Workforce:

86% of the Out of Hours home visits during 2017/18 were to patients over the age of 65yrs, 46% of which were over the age of 85yrs. We have an aging population in Sussex with complex medical needs, and the skills of our workforce need to reflect this.

The Out of Hours Home Visiting Service will be a GP led multi-disciplinary team, which we would expect to consist of GP's, Paramedic Practitioners, Advanced Care Practitioners and Prescribers. Robust GP clinical oversight will provide the governance, quality, and assurance to the other healthcare professionals in the team enabling them to utilise their skills appropriately and safely to manage our patient's urgent care needs in their own homes.

Performance Indicators:

The sooner a patient receives treatment, the better the outcome, which is why the 111-CAS triage assessment is essential in determining the level of urgency. The Out of Hours Home Visiting service KPI's are part of the Integrated Urgent Care Key Performance Indicators and Quality Standards 2018 which states 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).

This isn't the only area we measure through KPI's. Other areas may include; Prescribing, Incidents, Complaints, Workforce, Training, Quality & Safeguarding, Performance, Equality & Diversity, Friends & Families, Audit, etc., aimed at improving efficiency, realize value for money and achieve the best outcome for the patient.

The Procurement Process:

The OOH Visiting Service will be procured for all of Sussex.

The pan-Sussex model will allow for better patient outcomes and offer a more sustainable workforce balance. A market engagement event for this service was held on 7 May 2019 where we received positive feedback from the market. We are working to the following timeline for this procurement:

Date	Activity
July 2019	Procurement advert goes live via the procurement portals
September 2019	Procurement closes and evaluation starts PQQ and ITT process
December 2019	Contract Award
December 2019 - March 2020	Mobilisation
1 April 2020	Service go-live