

Unscheduled Care in Haringey

Health scrutiny panel meeting

Tuesday 5 March 2013, 6.30pm

Aims of the session

1. To understand the changes to the unscheduled care system in Haringey, including the introduction of the new NHS 111 phone number
2. To share the outcome of the recent procurement process for the out of hours GP service in Haringey and discuss what this will mean for Haringey residents

Background briefing

1. Unscheduled care is any unplanned contact with the NHS by a person requiring or seeking help, care or advice. It follows that such demand can occur at any time, and that services must be available to meet this demand 24 hours a day. Unscheduled care includes urgent care and emergency care.
2. Improving unscheduled care services is an agreed priority across both NHS North Central London (the cluster) and Haringey Clinical Commissioning Group (CCG). The overall position for unscheduled care services remains one of great complexity with a number of factors all heavily influencing, including behaviour and expectations of the public, national targets and existing resources.
3. The nature of unscheduled care services also means that many agencies are involved. For example, general practice, NHS Direct, ambulance services, acute hospital trusts, walk in centres, major trauma centres, community services, social services, mental health services and GP out of hours providers all have key roles to play.
4. Demand for unscheduled care is relatively predictable, as detailed in the Warwick Report (Modernisation Agency 2003) and provision could be more carefully planned. Whilst there are some exceptions, services have tended to develop in an ad hoc and relatively uncoordinated manner.
5. Developing a local coordinated and integrated model for unscheduled care in Haringey has, to date, focused on work to implement a primary care-led Assessment and Urgent Care Centre (AUCC) at North Middlesex Hospital (NMUH). NMUH sub-contract the GP element of the AUCC to a primary care provider to operate within the hospital's emergency department and assess, treat or re-direct patients to primary care as appropriate.

6. The above Urgent Care Centre service is complimented by a GP out of hours service for primary care. This service is currently delivered by HARMONI through a consortium contract which includes Haringey. The current contract with HARMONI expires on 31 March 2013 and has therefore been subject to a recent re-procurement process. BARNDOC has won the new contract and will start providing the service for Haringey residents from April 2013. GP out of hours services provide care and advice for patients when their GP surgery is closed, from 6.30pm to 8am Monday to Friday, over the weekend and 24 hours on bank holidays. The out of hours GP service call centre provides a number of options for ongoing care after a detailed discussion with an experienced call handler. Options include: a GP appointment when the patient's surgery is next open, another NHS service such as pharmacy, phone advice by a nurse or doctor, a face to face appointment with an out of hours GP, or an emergency ambulance, if required.

7. The other most significant development within the unscheduled care landscape is the implementation of the new NHS 111 phone number. This has strong strategic links and cross cutting issues with Haringey CCG's integrated care and primary care strategies. 111 is a new NHS free telephone number that will make it easier for patients to access the most appropriate local health service. 111 will replace NHS Direct and the out of hours GP call centres so that all calls are dealt with via one system and covered 24 hours a day, 7 days week, 365 days a year.

Lead presenter

- Jill Shattock, Director of Clinical Commissioning, Haringey Clinical Commissioning Group (CCG)

Other attendees

- Dr John Rohan, Haringey GP and Haringey CCG Governing Body member (unscheduled care lead)
- Alison Blair, Senior Responsible Officer for the NHS 111 programme
- Sarah McIlwaine, Senior Programme Manager, NHS 111 programme
- Annette Alcock, Deputy Chief Executive, Barndoc
- Dr Anuj Patel, Medical Director, Barndoc
- Christine Callender, Director of Operations and Nursing, Barndoc