

**END OF CONSULTATION REPORT ON A FUTURE MODEL FOR NHS 111 AND GP
OUT OF HOURS SERVICES FOR CAMBRIDGESHIRE AND PETERBOROUGH**

To: HEALTH COMMITTEE

Meeting Date: 28 May 2015

From: Jessica Bawden
Director of Corporate Affairs, Cambridgeshire and
Peterborough Clinical Commissioning Group

Electoral division(s): All

Forward Plan ref: Not applicable

Purpose: The purpose of this report is to present to the Health Committee the full report and responses to the public consultation on the Out of Hours and 111 service. The paper also updates on the outcome of the two month 'pause' to consider other related issues.

Recommendation:

1. The Health Committee is asked to take note of the feedback to this consultation and the changes that will be made to the service specification in response to the consultation.
2. The Health Committee is asked to note the Royston practices request to join the procurement.
3. The Health Committee is asked to note the preferred bidder of IC24 to provide integrated OOH and 111 services for Wisbech.
4. The Health Committee is asked to note the additional work that has been done during the 'pause' period to ensure that all new factors are considered.
5. The Health Committee is asked to support the procurement for the integrated NHS 111 and OOH to continue, which adjustment to timeline to allow for engagement with Royston patients and if they are supportive of the proposal, for the Royston practices to be included in the procurement.

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1. BACKGROUND

- 1.1 At the Cambridgeshire Health Committee meeting on 20 November 2014, the committee agreed to a period of formal consultation on proposals for an integrated 111 and GP Out of Hours Service for Cambridgeshire and Peterborough. This report is to provide the Health Committee with information regarding changes to those proposals and feedback on the consultation.

2. MAIN ISSUES

- 2.1 Annex 1 is the full end of consultation report, received by the Governing Body of Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) at its meeting on 12 May 2015. It contains full details of the consultation and feedback received from organisations. The feedback given during the consultation has been presented in themes in this report. These themes reflect feedback that we received from surveys, public meetings, meetings attended as well as responses from organisations.

The end of consultation report and its appendices are available on the CCG website at <http://www.cambridgeshireandpeterboroughccg.nhs.uk/governing-body-meetings-2015.htm>, and available in hard copy on request. Appendix 3 is the full survey report from this consultation. This report contains graphs of the tick box responses as well as details of the text box responses. The responses received from organisations are included as appendix 4.

- 2.2 The situation in Royston has changed since the consultation was completed. The three Royston practices under CATCH locality have now indicated that they would like their patients to receive OOH and 111 services from the Cambridgeshire and Peterborough service, and wish to be involved in the procurement. Discussions are underway with Hertfordshire Health Scrutiny Committee and Healthwatch Hertfordshire to ensure that there is the appropriate level of engagement with these patient groups. These arrangements will be confirmed after the end of the 'pre-election period' restrictions. Discussions are already taking place with Hertfordshire Health Scrutiny Committee and Healthwatch Hertfordshire.

In Royston there is no change of service as they already have an integrated NHS 111 and OOH service, provided by one provider, but there could potentially be a change of base from Stevenage to Cambridge. A PPG patient survey from 2012 show that more than 80% of one PRG surveyed would prefer a Cambridge base to a Stevenage base, clearly this is just a sample view from 3 years ago, but it does give an indication that there is interest in using a different base.

Royston patients 111 and OOH services are currently commissioned by East and North Hertfordshire CCG. We are working closely with East and North Herts CCG to keep informed of the timelines for any consultation or engagement around this procurement.

- 2.3 The procurement process for Norfolk 111 and GP Out of Hours services is now complete. This procurement included provision for Wisbech patients. The successful bidder was IC24. IC24 is a Community Interest Company which is owned by its staff members and invests any surplus income back into patient care and frontline services. IC24 provides the NHS 111 and OOH service in Great Yarmouth and Waveney, and in South Essex. We are working with the Norfolk CCGs to ensure that there is clear communication to patients around the new service due to start in the autumn

- 2.4 Since Cambridgeshire and Peterborough Clinical Commissioning Group last reported to the committee on this issue the Peterborough and Borderline bid for the Prime Ministers Challenge fund was awarded non recurrent funding of over £1m. This £1m is for GP working in a hub model (offering pre booked primary care until 8pm Mon-Fri and also GP at ED in Peterborough). The GPs are hoping to launch this new service in July 2015. This will now be taken into account in the development of the specification as we go forward into the ITT stage.
- 2.5 We have also met with our three acute hospital representatives and discussed the service proposals. They are interested in exploring front of house and co-location models for Minor injuries and illnesses as well as GP Out of Hours services in the medium term. Conversations are ongoing and feedback has been given to the System Transformation Team to reflect back into the urgent care workstream.
- 2.6 We have also met with Cambridgeshire County Council, Peterborough City Council and Uniting Care representatives to discuss the contact centres and potential co-working as we move forward. These discussions continue with the aim of streamlining contacts that patients may have to make.

2.7 **Procurement Update**

The Governing Body approved the procurement to start with a Pre-Qualification Questionnaire Tender (PQQ) which was released on 20 January 2015, following a bidder market event on 14 January, attended by 10 organisations. The PQQ closed on 2 March 2015 and seven organisations became qualified bidders, of which one has since withdrawn, leaving six strong qualified bidders.

The draft operational service specification was released to stakeholders including qualified bidders, Local Commissioning Groups (LCGs), Primary Care Boards and System Resilience Groups (SRG) on 13 March. The team has presented to bidders, some LCGs and the Cambridge SRG. Others received the papers and offers to present. Detailed feedback, including clinical and patient feedback, has been given and the specification is currently being revised. The original timetable for the next stage of the procurement, the Invitation to Tender stage (ITT) was for it to be issued by June 2015, with launch in spring/early summer (post Easter) 2016.

The CCG Governing Body (CCGGB) in March (Public and private sessions) agreed to a two months pause to review the Prime Ministers Challenge Fund bid outcome, urgent care models and the final consultation response. The CCGGB agreed the revised timetable with the ITT scheduled to be launched by 1 June, with procurement finished in September and mobilisation starting in October for a spring/early summer 2016 service start. This decision was communicated to stakeholders and bidders.

3. **SIGNIFICANT IMPLICATIONS**

3.1 Resource Implications

There are no significant implications within this category.

3.2 Equality and Diversity Implications

A full Equality Impact Assessment has been approved for this procurement programme and is available on the CCG website. It will continue to be updated through the procurement process and be reviewed through implementation of new services. We

have also considered the Social Value Act and the report is published on the CCG's website.

3.3 Engagement and Consultation Implications

Full consultation was completed from 19 December 2014 to 6 March 2015

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Director of Corporate Affairs
5 May 2015

Appendices

Annex 1	End of Consultation Report
Appendix 1	Report on Wisbech Engagement
Appendix 2a	Cambridgeshire Health Committee, extract of minutes 20 Nov 2014
Appendix 2b	Peterborough health Scrutiny Commission letter re consultation
Appendix 3	Consultation survey monkey full report
Appendix 4	Organisational responses to 111 GP OOH consultation

All appendices are available on the CCG website:

<http://www.cambridgeshireandpeterboroughccg.nhs.uk/governing-body-meetings-2015.htm>

Source Documents	Location
Health Committee minutes 20 November 2014	http://www2.cambridgeshire.gov.uk/CommitteeMinutes/Committees/Meeting.aspx?meetingID=945
Report to CCG Governing Body 12 May 2015	http://www.cambridgeshireandpeterboroughccg.nhs.uk/governing-body-meetings-2015.htm