

**Agenda Item No: 11**

**GP Out of Hours Base Relocation from Chesterton Medical Centre  
(CMC) to Addenbrooke's Clinic 9**

**Briefing update for Cambridgeshire Health Committee**

**Attachments:**

- A. Standard Operating Procedures (SOPs), including exclusion criteria
- B. Pharmacy location in relation to Addenbrooke's

**1. Background**

In March 2017 the CCG consulted on this GP Out of Hours (OOH) base move with feedback and recommendations being presented back to the Health Committee on 16 March 2017.

After discussion of the feedback the Committee requested that the CCG provides the Committee with regular updates that address the issues being raised. For the July meeting, the Committee has asked for feedback on the following points:

- Position with pharmacy provision at Addenbrooke's
- Access arrangements for patients who do not have an appointment
- Streaming of patients from the Emergency Department (ED)
- GP recruitment and session cover for ED and OOH

Two members of the Health Committee (Cllr Marjorie Abbott (East Chesterton, Cambridge City Council) and Cllr Sue Ellington (Swavesey, South Cambs District Council)) are contributing members of the weekly Project Delivery Group (PDG) and the Project Steering Group (PSG) meetings.

**1.1. Project Current Status**

The move to Addenbrooke's Clinic 9 has required some refurbishment works to be undertaken prior to occupation by Herts Urgent Care (HUC). In the process of carrying out these works asbestos was found within the ceiling cladding. This has caused a delay and the following dates have been agreed:

- |                               |                |
|-------------------------------|----------------|
| • Handover of Clinic 9 to HUC | 31 July 2017   |
| • OOH 'go live'               | 8 August 2017  |
| • GP streaming 'go live'      | 15 August 2017 |

**2. Pharmacy provision at Addenbrooke's**

One of the discussed potential benefits of moving the Cambridge GP Out of Hours base to Addenbrooke's was associated with local pharmacy provision.

Addenbrooke's has a commercial Lloyds Pharmacy on site and adjacent to Clinic 9, however opening times are not in line with the OOH service and this branch of Lloyds does not offer a prescription (FP10) service.

Due to current legalities and the requirement of applying for additional licenses, following go live the GP OOH service will continue to offer FP10s as Chesterton currently does.

For example, if a prescription is required the patient will be issued with enough analgesics (pain relief) or other medication to see them through the night or the weekend by the OOH service (with the exception of antibiotics where a prescription would be issued for a full course). A prescription for the remainder of the medication required can be given by the OOH provider for the patient to fulfil at their local pharmacy of their choice the next day.

There are pharmacies located in close proximity to the Addenbrooke's site which offer extended hours. The OOH service will produce a list of these pharmacies so that patients are aware of opening times and are able to choose where they have their medication dispensed.

We are working towards finding solutions to support the 'one stop shop' concept and a pharmacy sub group has been established to ensure we can deliver this service in the future.

### **3. Access arrangements for patients who do not have an appointment**

The GP OOH service will continue to be an appointment only service accessed by calling NHS 111; they will **not** be able to offer a walk in service. On the rare occasion a patient turns up at the OOH base without an appointment to see the GP they will be redirected to the Emergency Department, for clinical and safety reasons they will be assessed by the streaming nurse and directed appropriately to the right place.

If the patient presented to the OOH base with a life threatening or emergency condition, support will be requested from the hospital's emergency response team. This process has been put in place to ensure the any patients attending the Addenbrooke's site receive the safest and most effective pathway.

### **4. GP streaming service of patients from Emergency Department (ED)**

The key role of the Project Delivery Group has been to agree the clinical criteria and pathway for streaming to enable patients presenting at ED with primary care related conditions to be assessed and streamed to the GP-led service without delay. The clinician will direct the patients using streaming criteria.

There is capacity to stream up to 70 patients per day, which is approximately 25% of all daily ED attends. Detailed activity analysis has been undertaken to ensure that sufficient clinical capacity is available to meet the assumed demand, standard operating procedures are in place to ensure a safe, quality service is maintained (see attachment A).

### **5. GP recruitment and session cover for ED and OOH**

HUC has been running the Cambridgeshire and Peterborough Integrated Urgent Care (IUC) service since October 2016, including the provision of GPs to work within the streaming service at the Addenbrooke's ED.

Shift fill is monitored daily and mitigations put in place where gaps in the rota exist.

Whilst still variable shift fill at Chesterton (OOH) at 80.39% and the Addenbrooke's ED (GP streaming) is approx. 64.41% for June 2017.

Shift fill is improving slowly, however there are some significant challenges in attracting GPs to work in the OOH and GP streaming services. The move to Clinic 9 will see the amalgamation of both services onto a single site, but there is an issue of indemnity to be resolved.

Currently GPs working in OOH have to pay up to £7k per annum for indemnity cover. The issue has been raised with NHS England which is reviewing its policy.

Whilst OOH sessions are both flexible and offer attractive remuneration, the take up is variable. The CCG and HUC are looking into a number of different approaches to increase shift fill such as:

- Salaried OOH GP model
- Use of Advanced Nurse Practitioners
- Looking nationally to find resolution to secure indemnity for our GPs
- Flexible packages/incentive schemes
- Extensive engagement with local GPs

## **6. Summary and recommendations**

In summary, the discovery of non-encapsulated asbestos at Clinic 9 has caused the launch of the service to be delayed by three months. Whilst disappointing this has allowed further planning and GP engagement to take place to ensure the best possible chance of success when the service goes live in August 2017.

Following its launch, the service will be monitored closely against a range of metrics. Joint clinical governance arrangements are in place between HUC and Addenbrooke's to ensure a safe, quality service is maintained. The steering group will continue to support and monitor the service development. We would be happy to return in a few months' time and report on the first three months of performance and patient experience data.

### **Produced by**

**Ian Weller**  
**Head of Urgent and Emergency Care**  
**Cambridgeshire and Peterborough CCG**  
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