

Consultation Document

# **Consultation on a future model for NHS 111 and GP Out of Hours services for Cambridgeshire and Peterborough**

**19 December 2014 to 5pm on 20 February 2015**

**This nine week consultation is to gather feedback on how we can provide good quality NHS 111 and GP Out of Hours services to the people of Cambridgeshire and Peterborough. We want residents to get to the right place for help or advice, first time.**

This consultation is aimed at patients living in Cambridgeshire and Peterborough, including patients who attend GP practices in Oundle and Wansford.

Royston patients will continue to have their NHS 111 services and GP Out of Hours commissioned by East & North Hertfordshire CCG.

Wisbech patients will have their NHS 111 services and GP Out of Hours services commissioned by West Norfolk CCG and separate information about this service will be available to them in January 2015.

This document is available in other languages and formats on request, to request alternative formats or if you require the services of an interpreter, please contact us on:

- 01223 725304 or
- [capccg.engagement@nhs.net](mailto:capccg.engagement@nhs.net)

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જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

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Se gostaria de ter este documento noutró idioma ou formato, ou se necessita de um intérprete, contacte-nos.

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## Glossary

### **Cambridgeshire and Peterborough Clinical Commissioning Group (CCG)**

Cambridgeshire and Peterborough CCG is the organisation responsible for planning, organising and purchasing NHS-funded healthcare for residents. A CCG is clinically-led, meaning that decisions about local health services are made by local doctors and health professionals, alongside patients. Cambridgeshire and Peterborough CCG has a patient population of approximately 900,000 which has a diverse, ageing population with significant health inequalities. We manage a budget of around £890 million to spend on healthcare for the whole population of this area.

### **Commissioning**

Identifying health needs of local people, planning and purchasing health services which respond to their needs. CCGs are responsible for deciding what services their local residents need from the NHS and buy these services with public money from the most appropriate providers.

### **Emergency Department (ED) or Accident and Emergency (A&E)**

ED and A&E refers to the departments within hospitals that deal with seriously ill patients e.g. Road Traffic Accidents, Heart Attacks, Strokes etc. These are referred to as Emergency Departments or Accident and Emergency but are the same service.

### **GP Out of Hours Service**

Primary care (GP) services provided outside the normal opening hours of GP surgeries and is for medical conditions that cannot wait until normal GP services are open.

### **Local Commissioning Groups (LCGs)**

Cambridgeshire and Peterborough Clinical Commissioning Group is divided into Local Commissioning Groups to enable effective local commissioning of health services. LCGs are enabled and supported by the CCG to make local change happen and manage resources through delegated budgets. They report into the Governing Body of the CCG.

### **NHS 111**

A telephone service for patients who need help in an urgent, but non-life threatening situation. It provides a sign-posting service to patients to the most appropriate service first time and is available 24/7, 365 days of the year.

### **Procurement**

The act of buying services, intended to promote fair and open competition for their business while minimising exposure to fraud and collusion.

### **Urgent Care**

Urgent Care is care that is needed when you have an illness or injury that does not appear to be life-threatening, but also cannot wait for a routine appointment.

### **Walk-In Centre (WIC) / Minor Injury Unit (MIU) / Minor Injury and Illness Unit (MIIU)**

A medical centre offering free and fast access to healthcare advice and treatment. Centres provide advice and treatment for minor injuries and illnesses and guidance on how to use NHS services.

### **'Walk in' services**

These are services that people can go to if they need urgent treatment, eg. Minor Injury Units, Walk in Centres, and A&E departments.

## Who we are

Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) is one of the largest CCGs in England, by patient population, with 108 GP practices as members. The CCG is organised into eight local groups, known as Local Commissioning Groups or LCGs, covering all GP practices in Cambridgeshire and Peterborough, as well as three practices in North Hertfordshire (Royston) and two in Northamptonshire (Oundle and Wansford).

Cambridgeshire and Peterborough CCG has a patient population of approximately 900,000 which has a diverse, ageing population with significant inequalities. We manage a budget of around £890 million to spend on healthcare for the whole population of this area, which equates to just under £1,000 per person.

## What we do

Cambridgeshire and Peterborough CCG is the organisation responsible for planning, organising and purchasing NHS-funded healthcare for people living in the Cambridgeshire and Peterborough area. It replaced NHS Cambridgeshire and NHS Peterborough (the Primary Care Trusts, or 'PCTs') on 1 April 2013.

Cambridgeshire and Peterborough CCG is responsible for commissioning 'urgent care' services for people living in this area, this includes the NHS 111 service, GP Out of Hours service, Minor Injury Units (MIUs), Minor Illness and Injury Unit (MIIU), Walk-in Centres (WIC), the Accident and Emergency departments A&E (called ED or Emergency Department at some hospitals) and the East of England Ambulance Service.

# What are the NHS 111 and GP Out of Hours services?

## NHS 111

In an emergency situation patients can telephone 999 for a life threatening illness or injury. In an urgent, but non-life threatening situation, they can call 111. The call to both 999 and NHS 111 is free from a land line or a mobile phone.

The NHS 111 service is staffed by a team of highly trained advisers, supported by experienced clinicians, including nurses and paramedics. On answering the call the advisers ask a series of questions to initially obtain the patient's contact information and registered GP practice. The adviser, using specialised software designed by senior doctors and consultants, then assesses the caller's and/or patient's symptoms.

The adviser will first ensure that the condition is not life threatening. If the condition is life threatening an ambulance will be sent. The adviser then gives the caller/patient the healthcare advice needed and will direct patients to the most appropriate local service for their condition. That is likely to be the GP Out of Hours service, a Walk in Centre, Minor Injury Unit, Minor Illness and Injury Unit, an emergency dentist, a late-opening pharmacy, a community nurse and in more serious cases to the A&E department at the local hospital.

The NHS 111 service operates at various call centres across England and is a telephone based service. The centre for Cambridgeshire and Peterborough is based in the City Care Centre in Peterborough, to ensure that advisers have local knowledge of this area for patients.

Patients can contact the NHS 111 service at any time, even when GP practices are closed, for example in the evening and at weekends. If patients call their GP practice when it is closed they will be either automatically re-directed to the NHS 111 service or asked to hang up and re-dial 111. The patient or caller will be assessed as above, then passed through to the most appropriate service, which in approximately 50% of cases is the GP Out of Hours service.

Depending on the symptoms, the GP Out of Hours service will call the patient back to give advice over the telephone, or give the patient an appointment to visit their nearest Out of Hours base to see a GP or nurse practitioner. In cases where a patient is too unwell to travel the GP out of hours service can arrange a home visit to the patient.

The GP Out of Hours services for our area have appointment only bases at North Brink Surgery, Wisbech; Doddington Hospital; Princess of Wales Hospital, Ely; Hinchingsbrooke Hospital, Huntingdon; Chesterton Medical Centre, Cambridge and the City Care Centre, Peterborough.

For less serious illnesses or injuries the patient may be asked to attend a walk in centre such as the Minor Injuries and Illness Unit (MIIU) in Peterborough, or the Minor Injury Units in Doddington, Wisbech or Ely.

## What are the issues that need to be addressed?

Some of the calls answered by the NHS 111 service might be better discussed with a more experienced clinician, such as a GP. Although patients are advised to call their GP practice within 24 or 48 hours, or to attend a walk in centre or dental access centre, some do not take this advice and present themselves at the nearest A&E.

NHS 111 services are staffed by trained call handlers and clinical advisers. A number of NHS 111 services across the country are proposing that the NHS 111 and the GP Out of Hours services are purchased as an integrated service, which will make the service more able to deal with more complex illnesses and advise appropriately.

Currently around 45,000 patients per month use either NHS 111, call 999 or go to an open access service such as Walk in Centres, Minor Injury Units, Minor Injury or Minor Illness and Injury centres, or A&E.

Estimates across the country vary, but around 30% of patients that self-present could be better advised if they called NHS 111 first. This is because 111 will direct patients to the most appropriate service for their needs in the first place and will avoid inconvenience to patients who otherwise may not be attending the best place for their condition, first time.

This consultation is about helping people get to the right service or get the right advice, first time. This would help support our busy 999 services and A&E departments, whose skills, facilities and experience are better utilised dealing with life threatening illnesses or injuries.

## Why are we consulting with you now?


The current contracts for the NHS 111 service and the GP Out of Hours services are coming to an end. This is a good opportunity for the CCG to think about the future of these services and whether we can improve the services for patients and help to relieve the pressures we are experiencing in all of the A&E and 999 services across our area.

Although these services are closely linked currently they are run by different providers.

The NHS 111 service currently is provided by Hertfordshire Urgent Care (HUC) across Cambridgeshire and Peterborough. GP Out of Hours services are provided by Urgent Care Cambridgeshire (UCC) and Cambridgeshire Community Services NHS Trust (CCS) in Cambridgeshire and Peterborough respectively.

As part of the early stages of this project the CCG's Governing Body looked at three options for the future of these services:

- Re-commissioning the 111 and Out of Hours services as before and have different providers for different parts of the service.
- Procuring the NHS 111 and GP Out of Hours services together. They could be run by a single service provider which will allow patients a more integrated journey when they need health advice.

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- Piloting a common assessment process at all walk-in sites, which could include a face to face NHS 111 reception desk at the entry to these services before the patient is registered with the service. This would ensure that every patient receives a high quality experience regardless of which service they contact or walk into. This service would then be able to direct patients to the most appropriate service for their condition. Where a different service is more appropriate, it could be co-located within a short walk from the assessment point.

Cambridgeshire and Peterborough CCG's Governing Body has decided to procure an integrated GP Out of Hours and NHS 111 service to start in time for winter 2015. Also this CCG is considering introducing a common assessment process in 2016 at all walk-in sites at a later date, subject to further review and consultation.

## What we are asking you

Cambridgeshire and Peterborough CCG is looking for a single provider for the NHS 111 and GP Out of Hours services. This nine week consultation is to gather feedback on the current NHS 111 and GP Out of Hours services, and how we could improve access to the right health services through this procurement. There is a set of questions on pages 9, 10 and 11.

The CCG's Governing Body is considering introducing a common assessment process at all 'walk in' sites to enable us to manage our urgent care system more effectively, thus improving patient safety. The CCG has taken the decision to run pilots of different types of face to face assessment models in the A&E departments over winter 2014. These pilots will vary according to local need and will need to run for a number of months for the CCG to be able to analyse their impact and success. The CCG will be monitoring these pilots on a weekly basis, gathering data on service levels, clinical and patient feedback. The data and information from these pilots will help the CCG decide if a face to face assessment will be helpful for patients, improve patient safety and help to manage our urgent care system more effectively.

**If the pilots are successful, we will then have a further consultation on the additional service at a later date, before new changes are introduced.**

## What will be different?

Patients will receive the same high quality experience of the NHS 111 service with the call answered in 60 seconds and the call lasting around seven minutes.

The patient experience will be integrated so that, where a patient needs to be seen by a GP in the Out of Hours service, this will be booked for the patient by the 111 service and they will be advised of the time to attend and at the centre of their choice. Having GPs, clinical advisers and health advisers all working together will give the service the flexibility to have an appropriately trained member of staff dealing with different levels of illness and advice.

This greater flexibility will also extend to other services as the CCG continues to improve links with other providers such as community services and Social Care, and align appointment booking and referral services.



## Questions

There are a number of free text boxes for you to give us your views. Please do not give us any personal information that would allow you to be identified.

**Have you used the NHS 111 service in the last six months?**

☐ Yes ☐ No

**If yes, how likely are you to recommend the NHS 111 service to a friend or family member?**

☐ Very likely ☐ Likely ☐ Unlikely ☐ Very unlikely

**Do you have any suggestions for improving the NHS 111 service? Or any other comments you would like to add?**

**Have you used the GP Out of Hours service?**

☐ Yes ☐ No

**If yes, how likely are you to recommend the GP Out of Hours service to a friend or family member?**

☐ Very likely ☐ Likely ☐ Unlikely ☐ Very unlikely

**Do you have any suggestions for improving the GP Out of Hours service, or any other comments you would like to add?**

**Did you visit an Out of Hours base to see a GP or Nurse Practitioner?**

☐ Yes ☐ No

**If yes, which Out of Hours base did you visit? please tick**

<input type="checkbox"/>	Doddington Hospital
<input type="checkbox"/>	Princess of Wales Hospital, Ely
<input type="checkbox"/>	North Brink Surgery, Wisbech
<input type="checkbox"/>	Hinchingbrooke Hospital, Huntingdon
<input type="checkbox"/>	Chesterton Medical Centre, Cambridge
<input type="checkbox"/>	City Care Centre, Peterborough

**Was the Out of Hours base easily accessible?**

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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**Would you find it helpful if the GP Out of Hours appointment was booked by the NHS 111 health adviser?**

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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**Would you be happy to speak over the phone to receive health advice?**

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Don't know
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We are also looking at pilots around the way patients are assessed at all walk-in services, such as A&E and minor injuries and illness units. We would like to ask some questions about this.

**Would you be happy to be asked a series of questions, similar to those asked when you dial NHS 111, within a few minutes of when you walked into a service?**

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Don't know
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**Do you feel that it would make your choice of service easier if common questions were asked within a few minutes whatever service you walked in to (A&E, MIU, MIIU, Walk in Centre)?**

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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**If you attended A&E and after the initial assessment you were asked to attend another service would you be happy with this?**

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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**If you said no, please could you give us some more detail on your reasons? Please choose all that apply.**

<input type="checkbox"/>	Distance to other services
<input type="checkbox"/>	Mode of travel, eg. walking, car, bus, would make it more difficult to go elsewhere
<input type="checkbox"/>	Opening hours of other services
<input type="checkbox"/>	Another reason

please state

**If you have any other comments you would like to make please write them here.**

Finally, to understand who has given their views, we would like to collect some details.

Any information provided in this section will only be used by Cambridgeshire and Peterborough Clinical Commissioning Group for the purpose of understanding who has responded to this consultation.

**Can you tell us which of the following age bands you belong to?**

<input type="checkbox"/>	16-29 years	<input type="checkbox"/>	30-44 years	<input type="checkbox"/>	45-59 years	<input type="checkbox"/>	60-74 years	<input type="checkbox"/>	75+ years
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**Are you....**

<input type="checkbox"/>	Male	<input type="checkbox"/>	Female
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**Which of the following best describes your ethnic background?**

White

<input type="checkbox"/>	English, Welsh, Scottish, Northern Irish or British	<input type="checkbox"/>	Irish	<input type="checkbox"/>	Gypsy or Irish Traveller	<input type="checkbox"/>	Any other White background
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Mixed/multiple ethnic groups

<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>	White and Black African	<input type="checkbox"/>	White and Asian	<input type="checkbox"/>	Any other mixed/multiple ethnic background
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Asian/Asian British

<input type="checkbox"/>	Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	Chinese
<input type="checkbox"/>	Any other Asian background	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	

Black, African, Caribbean, Black British

<input type="checkbox"/>	African	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>	Any other Black, African, Caribbean background
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Other Ethnic Group

<input type="checkbox"/>	Arab	<input type="checkbox"/>	Any other ethnic group
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<input type="checkbox"/>	Prefer not to say
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**Finally, please could you tell us the first part of your postcode?**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Thank you for taking the time to complete this questionnaire.

## Your feedback

You can send your feedback to the CCG in many different ways:

- By completing the online survey [www.cambridgeshireandpeterboroughccg.nhs.uk](http://www.cambridgeshireandpeterboroughccg.nhs.uk),
- By completing the survey attached to this document and returning it to:

Freepost Plus RSCR-GSGK-XSHK  
Engagement Team  
Cambridgeshire and Peterborough CCG  
Lockton House  
Clarendon Road  
Cambridge  
CB2 8FH

- or email it to: [CAPCCG.engagement@nhs.net](mailto:CAPCCG.engagement@nhs.net)

You can also:

- write to us with your views (at the address above)
- telephone us on 01223 725304
- email us your views to [CAPCCG.engagement@nhs.net](mailto:CAPCCG.engagement@nhs.net)
- or you can attend one of the planned meetings to tell us what you think.

Venue	Date	Time
The Fleet, Peterborough	Monday 12 January	7pm to 8.30pm
Cambridge library	Wednesday 14 January	1pm to 2.30pm
Ely library	Wednesday 21 January	1pm to 2.30pm
Huntingdon library	Wednesday 28 January	1pm to 2.30pm
Peterborough library	Friday 30 January	1pm to 2.30pm
Meadows Community Centre, Cambridge	Tuesday 3 February	7pm to 8.30pm

Through this public consultation your views will be fed into the development of the final proposal. All of the feedback received from all of the responses to this consultation will be collated into a report for the CCG's Governing Body to consider before it makes any decisions on the future of these services.

**The closing date for receipt of responses to this consultation is 5pm on 20 February 2015.**

## Legal requirements

This consultation document has been drawn up in accordance with the following legal requirements and guidance:

### **Cabinet Office Consultation Principles July 2012**

This guidance sets out the principles that Government departments and other public bodies should adopt for engaging stakeholders when developing policy and legislation. It replaces the Code of Practice on Consultation issued in July 2008. The governing principle is proportionality of the type and scale of consultation to the potential impacts of the proposal or decision being taken, and thought should be given to achieving real engagement rather than merely following bureaucratic process. Consultation forms part of wider engagement and decisions on whether and how to consult should in part depend on the wider scheme of engagement.

Policy makers should bear in mind the Civil Service Reform principles of open policy making throughout the process and not just at set points of consultation, and should use real discussion with affected parties and experts as well as the expertise of civil service learning to make well informed decisions. Modern communications technologies enable policy makers to engage in such discussions more quickly and in a more targeted way than before, and mean that the traditional written consultation is not always the best way of getting those who know most and care most about a particular issue to engage in fruitful dialogue.

The full consultation principles document can be accessed via the Cabinet Office website at:

<https://www.gov.uk/government/publications/consultation-principles-guidance>

### **Section 14Z2 Health and Social Care Act 2012**

#### **14Z2 Public involvement and consultation by clinical commissioning groups**

(1) This section applies in relation to any health services which are, or are to be, provided pursuant to arrangements made by a clinical commissioning group in the exercise of its functions ("commissioning arrangements").

(2) The clinical commissioning group must make arrangements to secure that individuals to whom the services are being or may be provided are involved (whether by being consulted or provided with information or in other ways)—

- (a) in the planning of the commissioning arrangements by the group,
- (b) in the development and consideration of proposals by the group for changes in the commissioning arrangements where the implementation of the proposals would have an impact on the manner in which the services are delivered to the individuals or the range of health services available to them, and
- (c) in decisions of the group affecting the operation of the commissioning arrangements where the implementation of the decisions would (if made) have such an impact.

(3) The clinical commissioning group must include in its constitution—

- (a) a description of the arrangements made by it under subsection (2), and
- (b) a statement of the principles which it will follow in implementing those arrangements.

(4) The Board may publish guidance for clinical commissioning groups on the discharge of their functions under this section.

(5) A clinical commissioning group must have regard to any guidance published by the Board under subsection (4).

(6) The reference in subsection (2) (b) to the delivery of services is a reference to their delivery at the point when they are received by users.

For more on the Section 14Z2 Health and Social Care Act 2012 see <http://www.legislation.gov.uk/ukpga/2012/7/section/26/enacted>

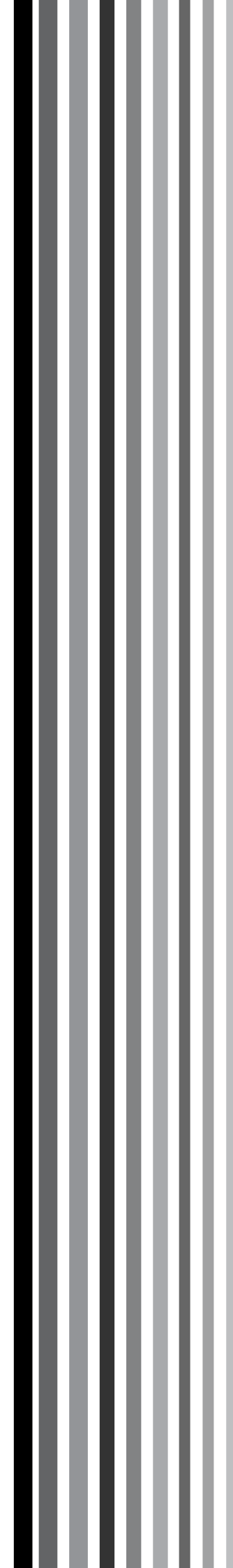
### **Lansley Criteria for Significant Service Change**

In May 2010, the Secretary of State for Health, Andrew Lansley, set four new tests that must be met before there can be any major changes to NHS Services:

1. Support from GP commissioners
2. Strengthened public and patient engagement
3. Clarity on the clinical evidence base
4. Consistency with current and prospective patient choice

### **CCG Constitution**

You can read more about the CCG's duties to engage and consult in section 5.2 of the CCG's Constitution <http://www.cambridgeshireandpeterboroughccg.nhs.uk/downloads/CPCT/Corporate%20documents/CCG%20Constitution.pdf>



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For more information about NHS Cambridgeshire and Peterborough  
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