



Somerset

Clinical Commissioning Group

YEOVIL HEALTH CENTRE: FUTURE SERVICE PROVISION

1 BACKGROUND

- 1.1 The Scrutiny for Policies, Adults and Health received a paper in November 2016 on the future options for the urgent care element of Yeovil Health Centre following expiry of the contract for the service.
- 1.2 The Committee was particularly concerned with access to primary care services for patients in Somerset and requested the CCG to consider access carefully in future service models.
- 1.3 NHS England is responsible for the registered patient list element of the Yeovil Health Centre contract. The CCG is responsible for the future of the 'walk-in' element of the service.
- 1.4 This paper sets out the new arrangements which the CCG has put in place and describes the arrangements that NHS England has made for registered patients.

2 NEW ARRANGEMENTS FOR PATIENTS USING YEOVIL HEALTH CENTRE

- 2.1 Yeovil Health Centre is run by Symphony Healthcare Services (SHS) and acted as:
 - a GP facility with 6,500 registered patients
 - an urgent care centre (with capacity for 'walk-in' appointments) serving both the public and registered patients. In 2016/17 Yeovil Health Centre provided 22,582 walk-in appointments.
- 2.2 When first established in 2009, it was the aim of national government to improve access to GP services. National funding enabled new GP 'Walk-in' centres to be opened in every county with extended opening hours from 8.00am in the morning until 8.00pm at night. The extended opening hours were intended to benefit people who were not registered with a GP Practice; people who might do shift work, such as migrant workers or people from socially disadvantaged backgrounds), who might struggle to access conventional GP services.
- 2.3 NHS England has been the commissioner of both the registered list and urgent care elements of Yeovil Health Centre through a single APMS contract. The existing contract came to an end on 31 August 2017. Yeovil Health Centre's registered list of patients has merged with the Oaklands GP Surgery. This is an automatic process and patients do not need to do anything.

In effect Yeovil Health Centre will become a 'Branch Surgery' of the Oaklands GP Surgery. Registered patients on the merged practice list will be able to book an appointment to see a GP / nurse / health professional at either Yeovil Health Centre or Oaklands GP Surgery.

- 2.4 Under the 2013 commissioning reforms, Somerset CCG became responsible for urgent care services and responsibility for the urgent care element of the Yeovil Health Centre contract passes back to the CCG when the existing contract comes to an end. Somerset CCG made the decision to secure an ongoing urgent care service but with some modifications to opening hours which would both release funds and re-focus the health centre's services upon supporting people who most need access to urgent care.
- 2.5 There has been a significant investment in extended GP access with patients able to access appointments until 8pm on weekdays and new additional capacity on weekends.
- 2.6 The Yeovil Health Centre walk-in / Urgent Care Service became a nurse practitioner-led "urgent care service" (with GP / medical oversight) from 1 September 2017. The revised opening hours for the Urgent Care Service are: Weekends only - Saturdays and Sundays between 10am and 6pm. Patients can access the service via NHS 111 who will advise patients on the recommended action to take and book appointments if appropriate. The Urgent Care Service operates from Yeovil District Hospital. It will offer nurse led urgent care and the opening hours reflect times of greatest demand. Nurse practitioners will be able to treat minor injuries and ailments including: infections and rashes, lacerations (that do not require suturing), emergency contraception and advice, stomach aches; hay fever, insect and animal bites, dressing care, minor cuts and bruises, minor burns and strains, minor eye conditions, ear and throat infections skin infections or rashes.
- 2.7 NHS England, the CCG and Symphony Healthcare Services Limited jointly developed and implemented a communication and engagement plan which has included press releases, information leaflets for patients and a series of drop in sessions for patients.

3 NEXT STEPS

- 3.1 The CCG has an agreed monitoring process in place with the provider, which will support evaluation of demand and capacity including wait times, types of conditions managed and percentage of patients managed within the service without the need for onward referral. Complaints and concerns raised and any significant incidents occurring in the service will also be monitored to understand the patient perspective. This information will be reviewed in regular contract review meetings with SHS Ltd which will initially take place on a monthly basis.

4 EQUALITY IMPACT

- 3.1 An Integrated Equality Equity and Quality Impact Assessment has been undertaken which showed no major risk to patients with protected characteristics.

4 RECOMMENDATION

- 4.1 The Committee is asked to consider the issues raised in this report and comment on them.