



Southampton, Hampshire
Isle of Wight & Portsmouth

Report on the Introduction of new Out of Hours Provider in Portsmouth

Introduction

Following a procurement exercise, the contract to provide Out of Hours GP services for patients in Portsmouth, Southampton and south Hampshire was awarded in June 2012 to Portsmouth Health Ltd who work in partnership with Care UK to provide medical out of hours services under the name of Hampshire Doctors on Call. The new contract came into operation on the evening of Tuesday October 2, 2012 and is staffed by local doctors who know local patient needs and services.

The OOH service is operated using the same processes as NHS 111, with a call handling triage service that determines whether callers need an OOH GP or should direct their health concern elsewhere. The call handling element of the OOH service is being provided by South Central Ambulance Service NHS Foundation Trust.

NHS 111 is a national programme which provides the opportunity to transform local urgent health care services. In time, the service will help the public make the most of local services by enabling patients to get the right care in the right setting from the right person.

A key part of the success of the service for patients and their families will be local providers working together to ensure services responsive and joined up.

How the Service Works

The new service is closely allied to what will become the area's NHS 111 service and uses the same processes as the 111 service – the only difference being that patients are not yet able to call the service using the 111 number at this point. This service is provided by South Central Ambulance Service NHS Foundation Trust (SCAS).

Patient calls Out of Hours GP service – 01962 718697



Call received by SCAS

Call handler triages call using NHS Pathways – asking a series of questions that lead to a ‘disposition’.

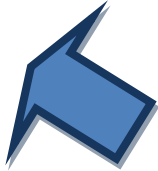
The disposition advises the patient about what they should do about their health concern.

The most likely dispositions given to patients are below, one of which is a referral to the Out of Hours GP service.

Advised to
make GP
appointment



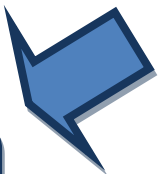
999
Ambulance
dispatched



Advised to
attend
Emergency
Department



Given Self
treatment
advice



Patient told call referred to Out of Hours GP service



Advised to
visit
Pharmacist



- Pathways information on patient call forwarded electronically to Out of Hours service
- Patient informed an Out of Hours GP will contact them
- Out of Hours GP contacts patient for either:
 - Telephone consultation
 - At home visit
 - Patients asked to attend GP centre

Assessing the Impact of New Service

Daily teleconference or face to face meetings with the SHIP PCT Cluster (Commissioner) and providers of the service (CARE UK for the OOH GP service and SCAS for the call handling service) have taken place since the service was introduced at 18:30hours on Tuesday October 2, 2012.

In addition GP practices and other healthcare professionals have been using a health professional feedback form to raise queries or concerns about the service.

In general the service appears to have 'bedded in' fairly well, but there have been some specific transitional issues. These have either been identified by the providers and commissioner or by health professionals. Once identified the most relevant partner in the project will manage and resolve the issue. The following is a list of those issues raised and the response.

The Story so Far

- In October 2012, some 18100 calls (to 7th Nov) have been answered by the OOH service
- 11,989 (to 7th Nov) of these were referred to the OOH GP service
- The commissioner (SHIP PCT Cluster) has received six patient complaints
- The commissioner has received 99 health professional feedback forms

Transitional Issues

1) Some GP practices have raised concerns that the messaging around patient contacts with the OOH service is not how they would like to receive it (it is too lengthy).

The message output follows the NHS111 process and conforms to a national standard. Now that additional areas have gone live, the message format has been reviewed and a more succinct message format is currently being tested locally.

2) Both the commissioner and provider have been concerned at the high volume of calls particularly on Saturday mornings.

Modelling for the service was based on figures provided by the previous contract holder, so should have been an accurate baseline of call volume figures. The higher than expected call volume has meant the call handling provider (SCAS) has opened up extra telephone lines and remodelled its staffing to ensure higher numbers of staff at key times of high call volume. The provider will continue to keep this under review.

3) High call volumes at key times have led to a higher than expected level of call abandonment.

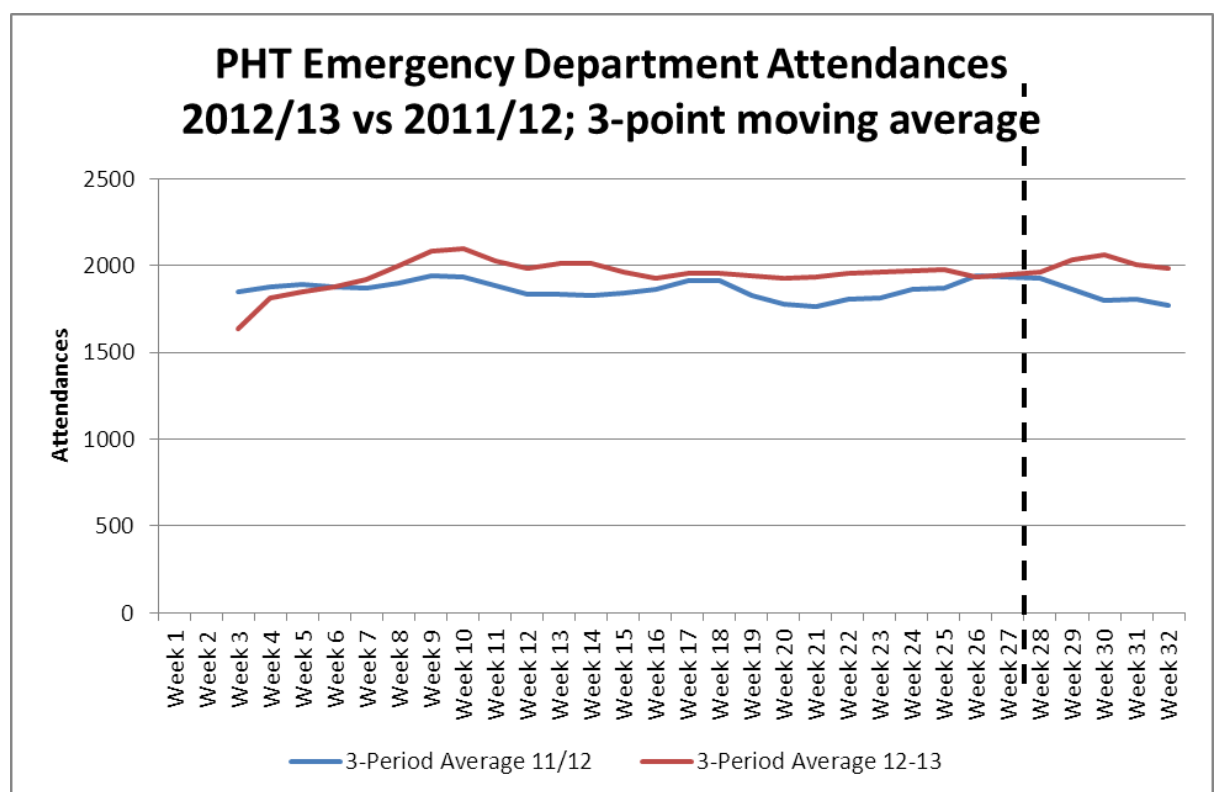
The target for call abandonment is 5% or less of call totals. This was exceeded for the first three weekends, but remedial actions taken by the provider have ensured we are within the target range. The situation remains under close review.

4) Commissioners understand that Portsmouth Hospitals Trust has expressed concern that some of the increased pressure on the Emergency Department has come as a result of the transition into the new Out of Hours service.

The table below details the number of attendances per week at the Queen Alexandra Hospital Emergency Department from the week commencing Monday April 2012 and ending week starting November 5, 2012 (in red) compared to the same period in 2011 (in blue). The new Out of Hours service is introduced in week 27 (denoted by the dashed line).

As can be seen, 2012 has seen a higher level of Emergency Department attendances overall to 2011. The table shows that there have been peaks at certain periods during the year.

The weekly attendance figures for April – November 2011 and April – November 2012 are below.



Although attendances are higher in 2012/2013 compared with the previous year, this trend has been present across the year so from the available data at this time does not appear directly or solely related to the introduction of the 111/OOH service. Further work will be done over the coming months to more closely assess any impact.

Emergency Department Attendance figures 2011 and 2012

Please note greyed out boxes denote weeks containing a Bank Holiday

04-Apr-11	1853	02-Apr-12	1302
11-Apr-11	1803	09-Apr-12	1802
18-Apr-11	1888	16-Apr-12	1812
25-Apr-11	1939	23-Apr-12	1836
02-May-11	1853	30-Apr-12	1892
09-May-11	1844	07-May-12	1907
16-May-11	1909	14-May-12	1969
23-May-11	1940	21-May-12	2125
30-May-11	1974	28-May-12	2160
06-Jun-11	1884	04-Jun-12	2007
13-Jun-11	1802	11-Jun-12	1922
20-Jun-11	1824	18-Jun-12	2030
27-Jun-11	1871	25-Jun-12	2088
04-Jul-11	1789	02-Jul-12	1924
11-Jul-11	1863	09-Jul-12	1886
18-Jul-11	1941	16-Jul-12	1982
25-Jul-11	1947	23-Jul-12	2001
01-Aug-11	1845	30-Jul-12	1887
08-Aug-11	1694	06-Aug-12	1936
15-Aug-11	1797	13-Aug-12	1956
22-Aug-11	1802	20-Aug-12	1918
29-Aug-11	1817	27-Aug-12	1987
05-Sep-11	1818	03-Sep-12	1995
12-Sep-11	1953	10-Sep-12	1937
19-Sep-11	1839	17-Sep-12	1993
26-Sep-11	2037	24-Sep-12	1880
03-Oct-11	1927	01-Oct-12	1978
10-Oct-11	1812	08-Oct-12	2028
17-Oct-11	1846	15-Oct-12	2103
24-Oct-11	1749	22-Oct-12	2050
31-Oct-11	1819	29-Oct-12	1870
07-Nov-11	1745	05-Nov-12	2030
14-Nov-11	1723		
21-Nov-11	1777		
28-Nov-11	1843		
05-Dec-11	1742		
12-Dec-11	1786		
19-Dec-11	1570		