

HDOCS – Portsmouth City Council

HDOCS (Hampshire Doctors on Call Service)

What do we do?

The Hampshire Doctors on Call Service provides advice, information and treatment for patients within Hampshire who become unwell during the out-of-hours period when their own GP surgery is closed.

HDOCS provide services to patients whose health care needs are commissioned by the following Clinical Commissioning Groups in the greater Hampshire area:

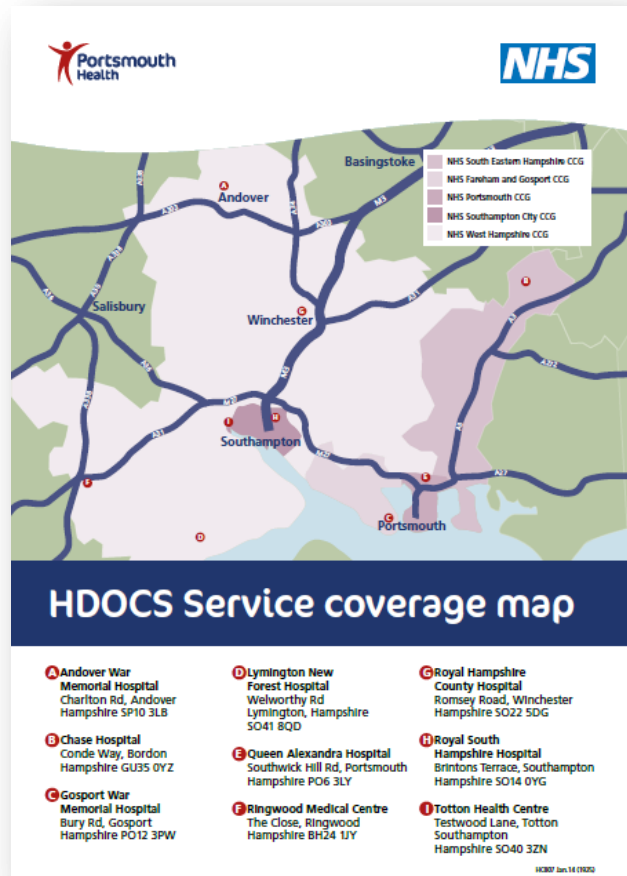
- Fareham and Gosport
- Portsmouth
- South Eastern Hampshire
- Southampton City
- West Hampshire

How does the out-of-hours GP service work?

HDOCS does not offer walk-in appointments, access to the service is via the national NHS 111. In Hampshire this is a service provided by the South Central Ambulance Service (SCAS) from their base at Otterbourne near Winchester.

The NHS 111 team will assess the patient's condition by using NHS Pathways (a suite of clinical content assessment for triaging telephone calls, based on the symptoms the patient reports when they call. It has an integrated directory of services, which identifies appropriate services for the patient's care if an ambulance is not required) and if it is clinically appropriate, the 111 team will refer the patient to the Hampshire Doctors on Call Service. The patient will receive a call-back from an out of hours GP who will conduct an initial telephone triage consultation, which could result in either:

- Advice and guidance on how to deal with the symptoms at home
- A face to face appointment at one of the 8 primary care centers to see an out of hours GP
- A home visit from one of our out of hours GPs



HDOCs provide out-of-hours GP services Monday to Friday from 6.30pm to 8.00am, and for 24 hours at weekends and during bank holidays.

HDOCS (Care UK) is subcontracted by PHL (Portsmouth Health Limited – group of local GPs) to provide the GP Out-of-Hours service for the Portsmouth South East Hampshire CCGs Commissioning Consortium, Southampton City CCG and West Hampshire CCG. Each Consortium or CCG has a separate GP OOH contract, all of which commenced on 2 October 2012.

Portsmouth City Council forms part of the Portsmouth & South East Hampshire CCGs reporting area within HDOCS. The out of hours clinics are based at Queen Alexandra Hospital, Gosport War Memorial Hospital and Chase Community Hospital and the Home Visiting cars are based at Queen Alexander Hospital, Gosport War Memorial Hospital and Cowplain Practice.

High level numbers for P&SEH CCG.

Contract Year 1 - October 2012 – September 2013

Total of 75,000 cases received from 111

PCC Appointment – 31,484

Home Visit – 12,564

Contract Year 2 - October 2013 – to date

Total of 57,000 cases received from 111 YTD

PCC Appointment – 22,000 YTD

Home Visit – 8,500 YTD

PSEH & F&G

Performance Reporting

HDOCS performance is measured by using the Department of Health National Quality Requirements (NQRs), weekly situation reports are sent to the commissioning CCGs and a formal Joint Service review is undertaken monthly. A selection of the NQRs includes:

- a locally enhanced target of returning all urgent triage cases within 15 minutes of receipt
- all urgent face to face consultations must be undertaken within 2 hours of identification
- routine face to face consultations must be undertaken within 6 hours of identification

Governance

The GPs work is rigorously audited by one of the 5 clinical leads, in-turn they are led by a Medical Director who oversees clinical responsibility for the HDOCS service. HDOCS conducts a monthly 1% audit of all referrals triaged and consulted by doctors working in the service, using an audit tool based upon the RCGP OOH Audit Toolkit (widely used by OOH providers) to assure a structured approach to the assessment of consultations. Each consultation is assessed against a set of using a scoring system based upon whether a given criteria is fully met.

As you will see the service is facing a number of challenges regarding the delivery of all key performance indicators to the required levels. There has been a significant improvement since the start of the contract, but as with many primary care services nationally HDOCS also struggles to employ sufficient GPs to provide the level of service we strive for. It should be noted, that no patient is refused an appointment where clinically required.

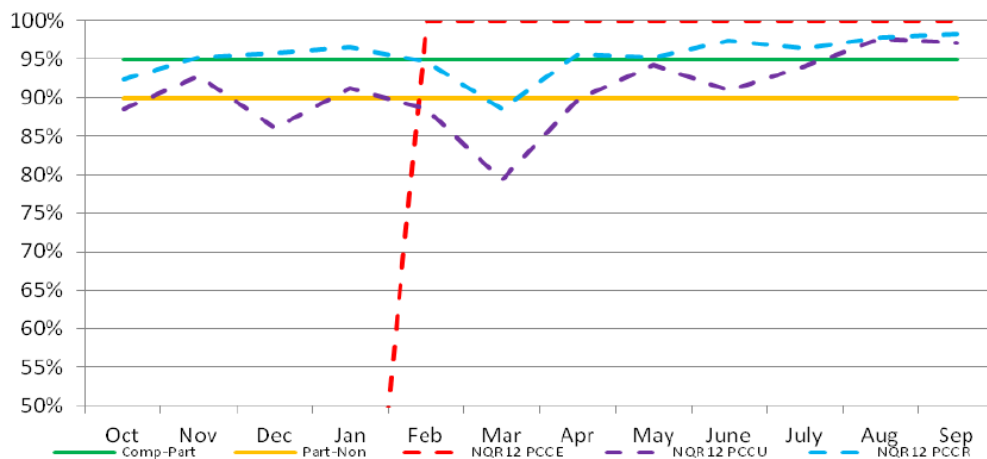
Patient feedback is sought and on average 8% of all patients complete a questionnaire. Complaints for the whole service run at an average of 0.07% of all contacts

Base and home visiting performance

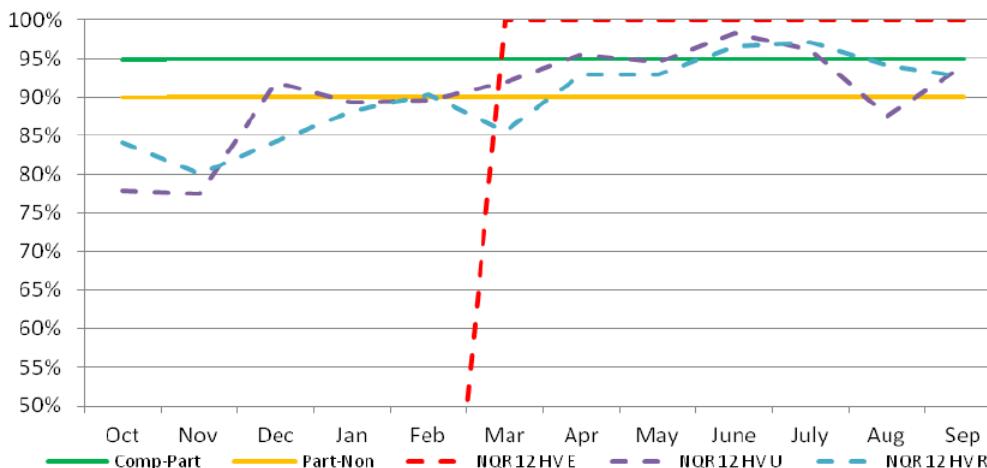
The graphs below illustrates the gradual improvement in base appointment* and home visiting* performance since the service started. NQR scores between 95 & 100% equate to complaint, 90 – 94.9% equate to partial compliance, and below 89.9% equates to non compliant.

** base appointment means a patient is seen within one of our primary care centres, home visiting means the patient was seen at home by one the visiting GPs using a dedicated and fully equipped vehicle*

Portsmouth & South East region performance- base appointment service

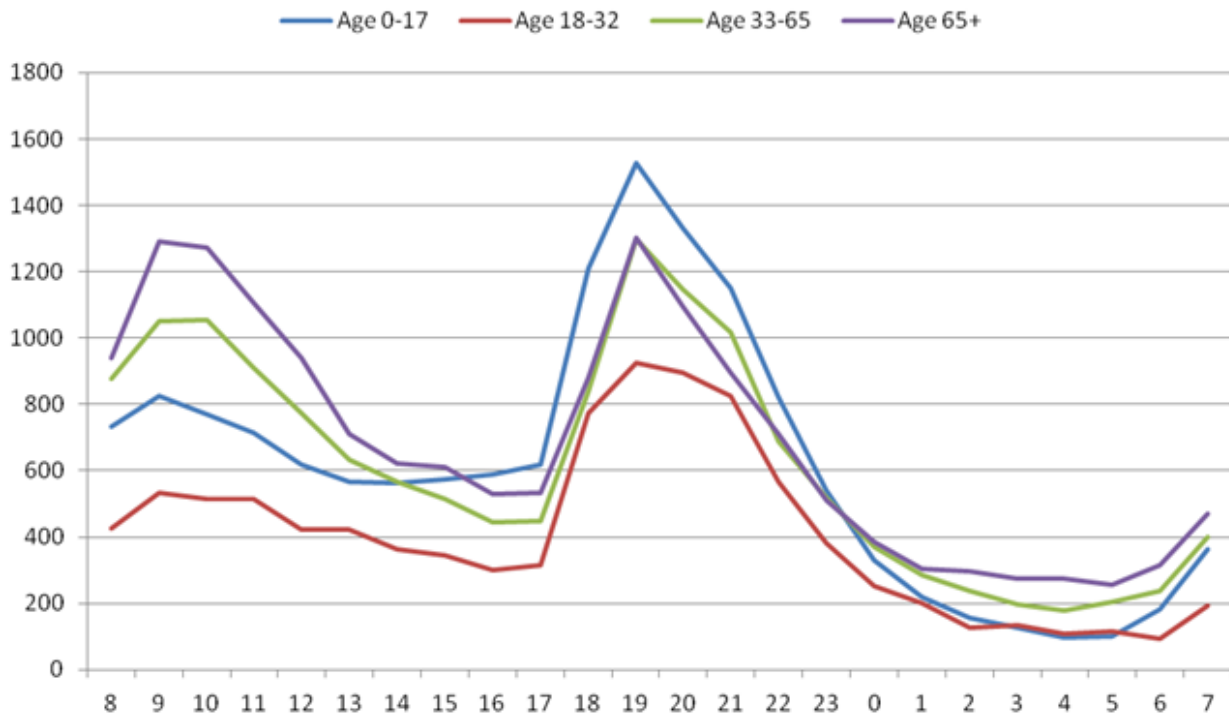


Portsmouth & South East region performance- Visiting service



Activity by Age Group and Time - P&SEH

The graph below illustrates service use by age within the Portsmouth & South East region, P&SEH has the highest number of 0 -17 yrs users across all Hampshire CCGs



Summary

Whilst HDOCS provides an effective and safe service, we recognise that infrequently our performance is not at the standards we wish to achieve. We continue to engage with CCGs, local GPs, Acute trusts, patient groups and other health providers to ensure full awareness of service provision and to share experiences in-order to maximise patient safety. Whilst the service is GP led, a small group of nurses support the GPs in the Portsmouth and Gosport area (TUPED from previous provider) and HDOCS use of agency GPs has drastically reduced to nearly single figures. HDOCS also provides out of hours training for trainees GPs, and shall continue to work with the denary to enhance the training programme.

HDOCS are committed to providing a locally led service for the local population and welcome the opportunity to present this paper to the HOSP.

HDOCS key contacts:

Medical Director – Dr Tim Wright

Regional Director – Joe Chadwick-Bell

Head of Service – Justin Cankalis

Regional Relationship Manager – Sarah Guy