

**REPORT FOR: HEALTH & SOCIAL
CARE SCRUTINY SUB-
COMMITTEE**

Date of Meeting: 27 June 2016

Subject: Integrated Urgent Care Programme

Responsible Officer: Javina Sehgal
Chief Operating Officer
Harrow Clinical Commissioning Group

**Scrutiny Lead
Member area:** Councillor Kairul Kareema Marikar,
Policy Lead Member
Councillor Mrs Vina Mithani,
Performance Lead Member

Exempt: No

Wards affected: All

Enclosures: None

Section 1 – Summary and Recommendations

The purpose of this report is to update the Committee on the progress and plans for the design and delivery of a functionally integrated Urgent Care System for Harrow residents.

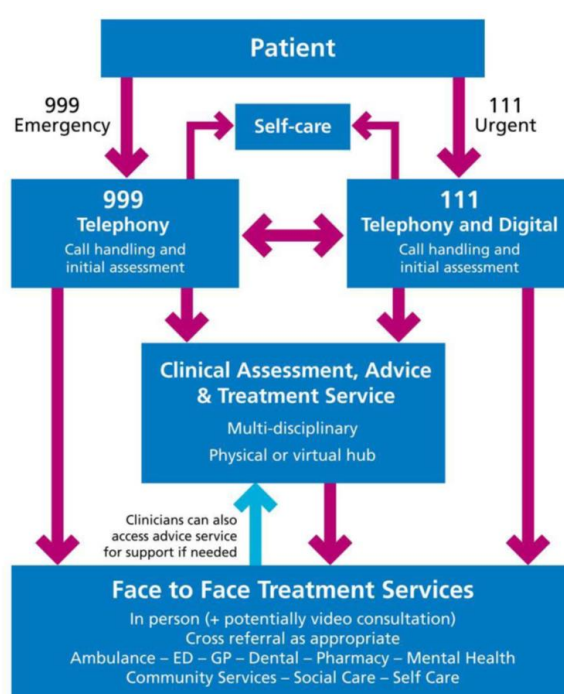
The report is for information to the Health and Social Care Scrutiny Committee.

Section 2 – Report

A previous report presented to the Committee on the 1st March 2016 detailed the plans that NHS Harrow CCG had with regards to the design of an improved and functionally integrated urgent care system for Harrow residents. This report is to update the Committee on progress to date.

The North West London Collaboration of Clinical Commissioning Groups (NWL CCGs) is currently re-shaping their NHS 111, GP Out of Hours and wider urgent care services with the aim of commissioning an integrated urgent care service. This will provide a single entry point for patients with an urgent care need which will be through NHS 111 with a view to be able to access to network system of integrated care services where organisations collaborate to deliver high quality, clinical assessment, advice and treatment.

The integrated model for urgent care will improve pathways for patients who are at the palliative or end of life stages of care by the recognition of Coordinate my Care records (CMC) and those patients that have care plans in place. Additionally patients with crisis plans, complex care needs and the elderly will also have improved pathways to care services through the Clinical Advice and Treatment Service utilising an integrated IT platform.



1. GP Access Walk-in Centres (WiC)

Further to the previous update presented, the CCG confirms that following an open and competitive procurement process, two Walk-in Centres have been commissioned to deliver services from August 2016.

The Pinn Medical Centre will continue to provide a Walk-in Centre from the current premises.

The Ridgeway Surgery will continue to provide Walk-in Centre from the Alexandra Avenue Centre for Health and Social Care.

Both contracts will be NHS Standard Contract for Services and will replace any previous contractual agreements and continue to be open and available 7 days a week between 08:00 and 20:00.

The procurement process had intended to select a preferred provider(s) to deliver Walk-in Centres in 3 locations, those names above and a third new Walk-in Centre to be delivered within the East of the borough.

Unfortunately the CCG were unsuccessful in selecting a preferred provider to deliver the third Walk in Centre in the East of the borough due to the proposals received as part of the tender process, not meeting the minimum criteria of the service specification.

A further procurement process to commission a Walk-in Centre in the East of Harrow is currently underway and is in the public domain. The East Harrow Walk-in Centre is planned to be delivered from the Belmont Health Centre and will replicate the service specification for The Pinn and Alexandra Avenue Walk-in Centres. The implementation for this service is anticipated to be November 2016, which was also the date for implementation for the original procurement which resulted in the award of contract for the Pinn and Alexandra Avenue Walk-in Centres

The CCG is confident that this further procurement exercise will be successful, and furthermore the CCG is in discussion about potential contingency plans in the event that the procurement is not successful.

2. NHS 111

The North West London Collaboration of Clinical Commissioning Groups (NWL CCGs) is leading on central procurement process to re-commission NHS 111 services for the 8 CCGs across North West London. The original date for a new contract to take effect was April 2017; however this has been delayed until June 2017. The delay is due to a significant programme of patient, stakeholder and CCG engagement to ensure that the service specification being designed accommodates the varying needs of patients across the localities.

Brent Harrow and Hillingdon, as a federation of CCGs are scoping the benefits of what a single model for NHS 111 may look like for their populations if the majority of clinical telephone assessment and navigation to appropriate services was delivered by a local Clinical Hub, which could be

called a Clinical Advice and Treatment Service (CATS). There is indicative agreement from each of the 3 CCGs to commission this model if that is what will be most appropriate and effective for their local residents..

The new NHS 111 service will be aligned with a communications strategy and campaign to encourage people with an urgent, but not emergency requirement or health advice query to call NHS 111 before attending face to face services.

3. Clinical Advice and Treatment Service (CATS)

The Clinical Advice and Treatment Service would undertake the function of operating as a Clinical Hub to facilitate face to face and specialised healthcare requirements 24 hours per day. Where appropriate the integrated care model will promote the management of self-care and where face to face clinical intervention is required, an appointment at the nearest facility to the patient will be organised.

Discussions are currently underway with respect to whether this service is likely to be commissioned as a joint model for Harrow, Brent and Hillingdon CCGs and whether will/can be aligned to the procurement timeframe for NHS 111.

4. Urgent Care Centre (UCC) at Northwick Park Hospital

The current contract for Harrow CCG for the delivery of Urgent Care Centre services to be delivered at Northwick Park Hospital expires at the end of March 2017. As such the CCG is reviewing the specification to align this with the other parts of the integrated urgent care system.

The model will continue to be primary care led and will work to replicate the Clinical Advice and Treatment service (CATS) model in a physical environment to navigate, provide and organise for the right care to be delivered according to the clinical condition, in the right place by the right clinician first time.

It is likely that re-procurement of the Urgent Care Centre contract will be through an open competitive tender process.

Equalities implications

Was an Equality Impact Assessment carried out?

Yes, as per previous report.

Service	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17
Alexandra Avenue Walk in Centre	→	Start 01/08/16								
The Pinn Walk in Centre	→	Start 01/08/16								
East Harrow Walk in Centre				→	Start 01/11/16					
UCC/Primary Care at NWPH									→	Start 01/04/17
NHS 111									→	Start 01/06/17
Clinical Advice and Treatment Service (CATS)									→	Start 01/06/17
Out of Hours GP Service									→	Start 01/04/17

Council Priorities

The Council's vision:

Working Together to Make a Difference for Harrow

Please identify how the report incorporates the administration's priorities.

- Making a difference for the vulnerable

All staff involved in handling Integrated Urgent Care calls will undertake defined mandatory training programme training and will include:

- Safeguarding - An overarching requirement is that all staff must be trained in recognising and dealing with vulnerable adults and children, Providers will have in place approved policies which meet with statutory requirements;
- Mental Health,
- Learning Disabilities,
- Dementia,

- Making a difference for communities

Increasing the number of GP Access, Walk in Centres by opening one in the East Harrow locality and improving access to unscheduled care.

- Making a difference for local businesses
- Making a difference for families

By improving the access and integrated care links with:

- Mental Health (including Dementia)
- Intermediate non-bedded care
- Palliative / End of Life Care
- Paediatric Services

Ward Councillors notified:	NO
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Section 4 - Contact Details and Background Papers

Contact: Adam Mackintosh, Harrow CCG, 07876 740278

Background Papers: None