

Primary Care Co-Commissioning Committee

Proposed Practice Opening Times - Dr Gupta

Date of Meeting	September 2017	Agenda Item	9
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CCG Corporate Objectives

Through better commissioning, improve local health outcomes by addressing poor outcomes and inequalities	Y
To work collaboratively to create safe, high quality health care services	Y
To maintain financial balance and improve efficiency and productivity	Y
To deliver a step change in the NHS preventing ill health and supporting people to live healthier lives	Y
To maintain and improve performance against core standards and statutory requirements	Y
To commission improved out of hospital care	Y

CCG High Impact Changes

Delivering high quality Primary Care at scale and improving access	Y
Self-Care and Early Intervention	Y
Enhanced and Integrated Primary Care and Better Care Fund	Y
Access to Re-ablement and Intermediate Care	
Improved hospital discharge and reduced length of stay	
Community based ambulatory care for specific conditions	
Access to high quality Urgent and Emergency Care	
Scheduled Care	Y
Quality	Y

Clinical Lead:	Dr Preeti Shukla/Dr Stephen Gunn
Senior Lead Manager	Mr Peter Sellars
Finance Manager	Ms Linda Ring
Equality Impact and Risk Assessment completed:	n/a
Patient and Public Engagement completed:	n/a
Financial Implications	n/a
Risk Identified	n/a
Report authorised by Senior Manager: Dr Malcolm Ridgway	

Decision Recommendations

That the PCCC ratifies the Chairs action to enable the practice to change to the proposed new opening hours 1st October 2017

Proposed Practice Opening Times

Dr Gupta Practices

Introduction

This paper sets out the request from the practices below to change opening times to comply with access requirements both from GP contract perspective and also to comply with local requirements via the Quality Outcomes and Enhanced Services Transformation scheme (QOEST). Given the timeframe to enable suitable practice planning of staffing arrangements and arrainging clinics Chairs action has been taken to enable the proposal to be effected as from October 1st 2017.

Contractual arrangements

The General Medical Services (GMS) contract does not set absolute requirements on access to services including practice opening hours, but shorter opening hours can be with reduced access for patients with inherent knock on effect onto other services such as Accident and Emergency and GP Out of Hours services, potentially leading to increased hospital admissions.

Commissioners manage core general practice services through contracts; the most common being the national General Medical Services (GMS) contract. The GMS contract stipulates that 'core hours' are 8 am to 6.30 pm, Monday to Friday (equivalent to 52.5 hours per week). Practices do not necessarily have to be open throughout these core hours, but they must provide essential services at times to meet the reasonable needs of their patients.

The CCGs' view is that half day closing should no longer be allowed in main surgeries except in exceptional circumstances; this could include Senate meetings and identified training events and this has been agreed through the QOEST scheme.

The Practices operated by Dr Gupta have grown over the past few years by mergers and take-overs. This has left a group of three small practices which they are operating as one, but which have been difficult to staff.

Feniscowles in particular has a very small list and demand is low. In order to comply with QOEST the CCG has negotiated a solution that it feel best meets the needs of patients and that complies with local and national requirements.

The practice will operate one telephone system, so that patients can access any site via a single telephone call, and one EMIS computer system, so that patient records are available in full at any of the three sites. The practice has consulted with its patients via the patient participation group, and they are in agreement with the change to opening hours.

The practice will inform patients of the change via various methods including social media, information attached to prescriptions, posters in surgeries etc.

Practice opening

Current

- **Springfield** 8-6.30pm Mon/Tue/Thur/Fri. Wed 8-1pm. lunchtime closing 1-2pm
- **Pringle St.** 8-6.30pm Mon/Wed/Thur/Fri. Tue 8-1pm. On Tuesdays an additional extended hour between 7am and 8am is provided by the Direct Enhanced Service (DES)
- **Feniscowles** Mon/Tues/Wed/Fri 8-630pm; Thur 8-1pm. lunchtime closing 1-2pm On Mondays an additional extended 1.5 hours between 6.30pm and 8pm is provided by the Direct Enhanced Service (DES)

Proposed

- **Springfield** 8-6.30pm Mon-Fri
- **Pringle St.** 8-6.30pm Mon/Wed/Thur/Fri. Tue 8-1pm
- **Feniscowles** 9-5pm Mon/Wed/Fri lunchtime closing 1-2pm.

Note the practice have now withdrawn from providing the extended hours Direct Enhanced Service (DES) with effect from September 30th 2017

Recommendation

- That the PCCC ratifies the Chairs action to enable the practice to change to the proposed new opening hours 1st October 2017

Peter Sellars

Primary Care Transformation Lead
August 2017