

REPORT TO:	PRIMARY CARE COMMITTEE									
MEETING DATE:	18 July 2016									
REPORT TITLE:	Zero Tolerance Patient Scheme									
SUMMARY OF REPORT:	<p>The purpose of this paper is to provide an update to the Committee on the development of a revised Zero Tolerance Patient Scheme service, and the procurement of a single provider under an APMS contract agreement.</p> <p>It is proposed that the Zero Tolerance service will be delivered as a hub based, single point of access model, to be located across identified sites within the 5 Local Development Plan areas, recognising that this is subject to agreement and sign off by delegated committees within CCGs.</p> <p>A Request For Information exercise to test Market interest will also be issued in due course.</p>									
REPORT RECOMMENDATIONS:	<ul style="list-style-type: none"> - To approve and sign off the decision to procure this service from a single Provider as an APMS contract agreement in accordance with the Zero Tolerance Scheme requirements. - To note progress to-date and consider the proposed service delivery model, based on a single point of access hub model that will operate across identified sites within the 5 Local Development Plan areas. - To note the request for local intelligence within East Lancashire locality to inform and identify the preferred location of this Service, ensuring equity of access for patients that are placed onto the Zero Tolerance Patient Scheme is achieved. 									
FINANCIAL IMPLICATIONS:	<p>Assumptions</p> <ul style="list-style-type: none"> - The investment will be based on an APMS service model to be commissioned with all service elements, as detailed in the draft specification, (currently being developed), inclusive of security. 									
REPORT CATEGORY:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Formally Received</td> <td style="text-align: center;">Tick</td> </tr> <tr> <td>Action the recommendations outlined in the report.</td> <td style="text-align: center;">✓</td> </tr> <tr> <td>Debate the content of the report</td> <td></td> </tr> <tr> <td>Receive the report for information</td> <td></td> </tr> </table>	Formally Received	Tick	Action the recommendations outlined in the report.	✓	Debate the content of the report		Receive the report for information		
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AUTHOR:	<p>Sheena Wood Primary Care Lead, NHS E</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Report supported & approved by your Senior Lead</td> <td style="text-align: center;">Y</td> </tr> </table>		Report supported & approved by your Senior Lead	Y						
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PRESENTED BY:	<p>Sheena Wood Primary Care Lead, NHS E</p>									
OTHER COMMITTEES/ GROUPS CONSULTED:	<p>NHS England Contracting Procurement Committee NHS England Co-Commissioning Management Group meeting NHS England Senior Management Team meetings</p>									
EQUALITY ANALYSIS (EA) :	Has an EA been completed in respect of this report?	Y/N								

RISKS:	Section 2.4 refers	Y
CONFLICT OF INTEREST:	Is there a conflict of interest associated with this report?	N
PATIENT ENGAGEMENT:	A consultation process is ongoing	Y
PRIVACY STATUS OF THE REPORT:	Can the document be shared?	Y
Which Strategic Objective does the report relate to		Tick
1	Commission the right services for patients to be seen at the right time, in the right place, by the right professional.	✓
2	Optimise appropriate use of resources and remove inefficiencies.	✓
3	Improve access, quality and choice of service provision within Primary Care	✓
4	Work with colleagues from Secondary Care and Local Authorities to develop seamless care pathways	✓

**Primary Care Committee
18 July 2016**

Zero Tolerance Patient Scheme

1. Introduction

The current Zero Tolerance Patient Scheme service is no longer viable due to a number of Providers that have indicated that they wish to serve notice to cease provision. An exercise to gather Expressions of Interest has been undertaken across Lancashire. However there has been little uptake from this process to-date.

2. Purpose / Background

The Zero Tolerance Patient Scheme was introduced in 2004 with the aim of providing a secure environment in which the patients who have been violent or aggressive in their GP practice can receive general medical services.

The aim of the scheme is to secure better outcomes for patients within its available resources and to uphold and promote the NHS constitution. As a single national organisation, NHS England is responsible for ensuring that services are commissioned in ways that support an equitable and consistent approach to ensuring high standards of quality healthcare delivery.

2.1 Service Delivery

The current scheme is being delivered as a Directed Enhanced Service to provide general medical services to patients within Lancashire who meet the criteria for inclusion into the scheme. This is being delivered by 9 GP member practices across all localities of Lancashire, with the exception of Blackpool, where the scheme is commissioned directly by Blackpool Clinical Commissioning Group.

A further Practice, the ELMS, based in East Lancashire, is currently commissioned under their existing APMS contract to provide the Zero Tolerance Patient Scheme service until 2018.

2.2 Service Specification

The development of a revised service delivery model will need to take the following into account:

1. Identification of potential providers via a market testing RFI process.
2. Review current provision and consider alternative settings, where the service can operate from, within the 5 Local Development Plan areas, ensuring patient accessibility is achieved across Lancashire.
3. Identify processes to enable appropriate stakeholder engagement to guide future commissioning plans for provision of services, recognising that section 13Q of the NHS

Act 2006 states that NHS England has a statutory duty to make arrangements to involve the public in the commissioning of services for NHS patients

4. Review the contract agreement to ensure that there are appropriate metrics and monitoring processes in place.
5. Engagement with Clinical Commissioning Groups, (in particular those at levels 2 and 3, of co-commissioning) that the current arrangements via the Directed Enhanced Service will be delivered via a single Provider APMS contract from April 2017
6. As part of the development of the service specification, engagement has taken place with CCG colleagues, NHS England Medical Director, Health Watch and GP Providers regarding potential improvements to the service. As part of this process, an options appraisal is currently being undertaken to consider models of delivery, in addition to identifying locations where the service can operate from across the Lancashire more effectively.

2.3 Aims of the Proposed Service Delivery Model

- To ensure that there is a fit for purpose service in place with equity of access for patients that are placed onto the Zero Tolerance Patient Scheme across the Lancashire area footprint.
- To deliver an integrated service where all stakeholders work together as a team to deliver patient centred care.
- Develop positive and effective interfaces between healthcare services, the wider partner agencies and the local community.
- To provide care and treatment that is consistent with national standards.

2.4 Risks

Risk	Mitigating Action
The current PbR model is not viable	A new APMS contract specification is being developed based on a hub model, to be delivered across the Local Development Plan areas.
Security Arrangements are inconsistent across each site.	
GP Practices can serve a 3 month notice period that they no longer wish to provide the service. This leaves a gap in service provision.	
VPS accessibility can sometimes be limited locally, forcing some patients to be referred to alternative GP practices across locality boundaries	
Low uptake of Providers interested in delivering the service	Issue a Request for Information, to test market interest, based on an agreed pricing model
One Practice (the ELMS, East Lancashire) is commissioned as part of their APMS contract to provide this service until 2018	Negotiation with this Practice required regarding the notice period for a new Provider to deliver the service

2.5 Current GP practices with patients on the Zero Tolerance Patient Scheme are as follows:

Region	Locality	Name of Practice/s	Number of Patients on VPS
East Lancashire	Blackburn and Darwen	Waterside	17
		St Georges	15
	Burnley	Pendle Valley	20

	Accrington	Hyndburn Medical Practice	9
North Lancashire	Fylde and Wyre	Fleetwood Surgery	18
	Morecambe	York Bridge Medical Centre	6
Central Lancashire	Greater Preston	Ribbleton Medical Centre	9
	Chorley and South Ribble	Leyland	5
West Lancashire	Skelmersdale	Beacon Primary Care Medical Centre	11
Total			110

Map of current provision from GP locations is identified within the attached document at Appendix 1.

3. Conclusion

3.1 The current service delivery model is not sustainable due to various factors including; notification of cessation of current provision and inconsistent approaches to security services. An engagement process is ongoing to gather input from existing providers and stakeholders across the Lancashire footprint.

In order to ensure equity of access for patients who are required to be treated in a secure setting, a new approach will need to be considered.

4. Recommendations

- To approve and sign off the decision to procure this service from a single Provider as an APMS contract agreement in accordance with the Zero Tolerance Scheme requirements.
- To note progress to-date and consider the proposed service delivery model, based on a single point of access hub model that will operate across identified sites within the 5 Local Development Plan areas.
- To note the request for local intelligence within East Lancashire locality to inform and identify the preferred location of this Service, ensuring equity of access for patients that are placed onto the Zero Tolerance Patient Scheme is achieved.

Sheena Wood
Primary Care Lead