

East Lancashire Clinical Commissioning Group

Agenda Item No: 6.2

REPORT TO:	PRIMARY CARE COMMITTEE	
MEETING DATE:	21st December 2015	
REPORT TITLE:	Over 75s Extended Appointments	
SUMMARY OF REPORT:	This report details how the unallocated funding from 2014/15 will be spent in the Ribblesdale Locality. Ribblesdale Practices would like to utilise funding to extend primary care appointments for over 75s. It's proposed that this will support the existing Over 75s Service in Ribblesdale and allow for a more thorough assessment of patients' needs.	
REPORT RECOMMENDATIONS:	The committee are requested to grant approval of the proposal to extend primary care appointment times for over 75s as follows: <ul style="list-style-type: none"> • For GPs – from 10 minutes to 15 minutes • For Practice Nurses/Health Care Assistants – from 20 minutes to 30 minutes 	
FINANCIAL IMPLICATIONS:	No as the underspend has already accrued and been carried forward to 15/16.	
REPORT CATEGORY:	Formally Receipt	Tick √
	Action the recommendations outlined in the report.	√
	Debate the content of the report	√
	Receive the report for information	
AUTHOR:	Hayley Sims on behalf of Ribblesdale Locality	
	Report supported & approved by your Senior Lead	Y
PRESENTED BY:	Rebecca Demaine	
OTHER COMMITTEES/ GROUPS CONSULTED:	Ribblesdale Management Team All Ribblesdale Practice Managers	
EQUALITY ANALYSIS (EA) :	Has an EA been completed in respect of this report?	N
RISKS:	None identified	N
CONFLICT OF INTEREST:	Funds going back into GP Practice	Y
PATIENT ENGAGEMENT:	No but this has been undertaken for similar schemes in other East Lancashire CCG localities	N
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	√

**NHS EL CCG Primary Care Committee
21st December 2015**

Extension of Primary Care Appointment Times for Over 75s

1. Introduction

- 1.1 Ribblesdale Locality has developed an Over 75s service to support patients with an enhanced and complex level of need. The service includes enhanced primary care and specialist practitioner support. The enhanced primary care support in practice commenced in September 2014 and the Specialist Practitioner for Over 75s commenced in post on the 1st December 2014.
- 1.2 An overview of the Over 75s service was presented at the Ribblesdale Steering Group meeting on 25th September 2015. The service has evaluated well with positive patient feedback and the caseload is constantly growing. Mark Youlton attended the meeting and confirmed that over 75s unallocated funding from 2014/15 could be utilised to support the service until 31st March 2016. It has since been confirmed that £49,000 is available.

2. Enhanced Primary Care (Practice Specialist for Over 75s)

- 2.1 Referrals are received from:
- GP's as part of the over 75's contract and those patients over 75 identified through risk stratification.
 - Patients over 75 on the chronic disease registers in Practice
 - Patients over 75 who have been stepped down from the INT and/or Specialist Practitioner for Over 75's

3. Specialist Practitioner – Over 75s

- 3.1 To support the intensive case management for high-risk individuals with multiple LTCs and complex needs. The Specialist Practitioner for Over 75's is a main member of the Ribblesdale Integrated Neighbourhood Team and works alongside the District Nursing Service and Care Home Practitioner to ensure that patients over 75 with complex needs are managed within the community to work towards supporting the patient's condition from deteriorating further thereby avoiding unnecessary admissions and attendance to hospital.
- 3.2 Referrals are received from:
- Ribblesdale INT
 - GP's as part of the over 75's contract and those patients over 75 identified through risk stratification.
 - Patients stepped up from the Practice Over 75's nurses for more intensive support.

4. Proposal: extension of primary care appointment times for Over 75s

4.1 The proposal is to utilise 2014/15 unallocated funding to extend current appointment times for both GPs and Practice Nurses/Health Care Assistants who are managing the care of over 75s. It is proposed that appointments for over 75s will be extended as follows:

- For GPs - from 10 minutes to 15 minutes
- For Practice Nurses/Health Care Assistants - from 20 minutes to 30 minutes

4.2 Extended appointment times will support the existing Over 75s service and would allow a more thorough assessment of patients' needs. Importantly, it will allow more time for health professionals to offer health promotion; more time for effective signposting to other agencies and more time to develop effective working relationships with other community services

5. Detail

5.1 The locality does not wish to be overly prescriptive in how practices deliver the objective of providing extended appointments for all over 75s, however, it must be done without impacting on other patient groups. Practices will need to demonstrate how the delivery of this objective will improve the experience of patients over 75 years whilst maintaining access to other patients.

5.2 The locality proposes to measure the success of the initiative by:

- Listening to patients views
- Working in partnership with the GP Practice Patient Participation Groups (PPGs) including collating patients stories
- Carrying out patient surveys regarding their satisfaction, for both over 75s and the wider population

5.3 Performance monitoring reports will be submitted by practices including the following:

- Number of extended appointments delivered to over 75s by GPs
- Number of extended appointments delivered to over 75s by Practice Nurses/Health Care Assistants
- Satisfaction questionnaire survey for over 75s regarding their extended appointments
- Satisfaction questionnaire survey for under 75s regarding their access to appointments
- Monitor complaints received by the practice regarding access from other patient groups

5.4 A monitoring form has been developed (appendix 1) for all practices to complete and return at the end of March/early April 2016 (to include all extended appointments offered up to 31st March 2016).

6. Finance

6.1 The registered population of the Ribblesdale Locality is 37,666 as at August 2015. £49,000 has been identified to utilise in the remainder of 2015/16. The practice specific payments should all of the Ribblesdale practices want to sign up to this initiative, based on list size are detailed in the table below.

Practice	No. of patients	Payment (£)
The Castle Medical Group	14,436	18,780
Pendleside Medical Practice	9,747	12,680
Slaidburn Medical Practice	1,032	1,343
Sabden and Whalley Medical Centre	12,451	16,197
Total	37,666	49,000

7. Conclusion

- 7.1 Similar funding has been agreed in other East Lancashire CCG localities (for over 75s in Pendle and Burnley and over 85s in Rossendale).
- 7.2 Utilisation of the £49,000 over 75s funding was agreed by Mark Youlton at the Ribblesdale Steering Group meeting on 25th September 2015.
- 7.3 The outcomes from extended appointments would be reviewed alongside other elements of the Over 75s service as part of an overall evaluation.

8. Recommendations

Based on the success of the Over 75s service to date and the expanding caseload, it is recommended to fund extended appointments for over 75s until 31st March 2016.

The Primary Care Committee is asked to:

- Note the contents of this paper
- Approve £49,000 non-recurrent funding to support this proposal

Hayley Sims
Interim Ribblesdale Locality Manager (on behalf of Ribblesdale Locality)

Ribblesdale Locality Over 75s Service 15 Minute Appointments Proposal

Monitoring Report

01st XXXXXXXX – 31st March 2016

P-Code	Practice Name	Population Size

Patient Demographics

Number of Patients aged 75 years and older	Number of Patients living at home	Number of patients living in a Residential / Care Home

Section 1 Advertisement

Please outline below how your practice has promoted the Over 75s service:

Section 2 Resource/Funding

Please state how you have utilised your funding in delivering the extended appointments to Over 75s whilst maintaining access to other patients

**Section 3
GP Appointments**

1. How many Over 75s face to face 15 minute appointments have been offered?
2. How many Over 75s telephone 15 minute appointments have been offered?

**Section 4
Practice Nurse/HCA Appointments**

1. How many Over 75s face to face 30 minute appointments have been offered?
2. How many Over 75s telephone 30 minute appointments have been offered?

**Section 5
Patient Participation Groups**

Please describe how your practice patient participation group has been involved e.g. in providing feedback and monitoring outcomes of the 15 minute appointments for over 75s

**Section 6
Patient Experience**

Please provide quarterly report of service delivery and impact as follows:

1. Audit of a random sample of over 75s appointments offered and the proportion of these that were 15 minute appointment slots
2. Satisfaction questionnaire survey for over 75s regarding their 15 minute appointment
3. Satisfaction questionnaire survey for under 75s regarding their access to appointments
4. Number of complaints to your practice regarding access from whole practice population

**Section 7
Additional Information**

Please insert any additional supporting information you may feel is required

Signature of Practice Manager:

Date: