

MEETING:	Governing Body	AGENDA	11a
DATE:	13 June 2019		
TITLE:	Consultation on East Berkshire GP Out of Hours (GP OOHs)		
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Consultation on East Berkshire GP Out of Hours (GP OOHs)

Patients registered at three practices in the south of Bucks (Southmead, Threeways and Burnham Health Centre) currently have their GP Out of Hours service provided by East Berkshire GP Out of Hours service (EBOOH), rather than Buckinghamshire 24/7 (which is the case for all other patients registered with a Buckinghamshire GP, apart from patients registered at Denham Medical Centre who opted to provide GP OOHs as part of their contract).

EBOOH service provision is from 6:30pm – 8am (Mon – Thurs) and 6.30pm on Friday to 8am the following Monday. If a patient registered at Southmead, Threeways or Burnham needs an urgent face-to-face appointment with a GP outside core hours (8am – 6.30pm Monday to Friday), they must travel to the Herschel Medical Centre, Slough or the Urgent Care Centre located at St Marks Hospital, Maidenhead.

Work to review how services could be brought in-county started in September 2018 when both practice staff and practice Patient Participation Groups were asked for their views on how and where services should be delivered in the future. The proposal went out to consultation for 9 weeks starting 26th November 2018.

The two key changes to services are:

Change of service location – Given that EBOOH would no longer be the service provider, a new service base would need to be established. This new base needs to be at a suitable location not only for patients registered at the three South Bucks practices that will be directly affected but also in a location to encourage patients of other local practices within the locality to use it too.

Change of service provision timings – EBOOH was providing a service from 6:30pm – 8am (Mon – Thurs) and 6.30pm on Friday to 8am the following Monday. The demand from Bucks patients for the EBOOH service during the weekdays was an average of 1-2 patients a day and the main demand was clustered on weekends. The proposed service provision is that patients who phone NHS 111 and need to see a doctor out-of-hours in South Bucks will be able to book a local appointment from:

- 6.30pm until 10pm Monday to Friday
- 9am until 10pm Saturday
- 9am until 7pm Sunday
- On the rare occasion when patients urgently need to see a GP outside of these hours, (i.e. overnight from 10pm until 8am on weekdays; from 10pm until 9am on Saturdays; and from 7pm on Sundays until 8am on Mondays); they can book an appointment by phoning NHS 111 and will need to travel to Amersham or Wycombe, or attend A&E, (unless they are triaged for a home visit).
- Service location options:
 - Option 1: Threeways Practice, Stoke Poges
 - Option 2: Wexham Park Hospital, Slough

As part of any formal change in service, it is the commissioner's responsibility to carry out a 'measured engagement and/or formal consultation' (subject to the impact of the service change). To satisfy this requirement, the following activities have been undertaken:

- The CCG hosted a workshop, in collaboration with FedBucks for stakeholders (Southern Practices in the first instance) on the 10th September 2018 to develop a more responsive model of OOH services for patients of this locality;
- A PPG representatives workshop on 12th September 2018;
- A patient and public survey, based on the outcomes of the two workshops, and focusing on where the public would prefer out of hours appointments to be based and the hours of operation was undertaken between 26th November 2018 and 25th January 2019.

Results

116 members of the public took part in the consultation. 90 female, 24 male and 1 'prefer not to say' completed the questionnaire and 1 person did not fill this question in.

There was a mixture in age of the respondents from aged 21 and under to over 80 years old.

The majority were aged between 45 and 64.

The numbers below indicate where participants were registered (where this question was completed).

- Burnham Health Centre - 41
- Denham Medical Centre - 1
- Southmead Surgery, Farnham Common - 17
- The Allan Practice, Chalfont St Peter - 12
- The Hall Practice, Chalfont St Peter - 8
- The Ivers Practice, Iver Heath - 14
- Threeways Surgery, Stoke Poges – 10

Every effort was made to reach diverse groups of people by promoting the survey online and through targeting social media posts to community groups. Despite wide promotion and the survey reaching many people, the numbers of those who took part is comparatively low.

The preferred option from the survey was Option 1: Threeways Practice, Stoke Poges. The majority (76 people) responded stating that opening hours were important to them but did not comment on, or propose any changes to those suggested in the survey.

Now that a preferred base and service model has been proposed, more detailed evaluation will need to be undertaken before a final decision about adopting the proposal can be made. A Mobilisation Plan will be developed to indicate actions required for successful delivery of the new OOH service operating from Threeways. This will identify any issues that might need to be addressed.

Once the decision has been made, a detailed communications plan will be developed taking account of feedback in the survey about the general lack of awareness of such services being available.