

**REPORT TO THE PRACTICE BASED COMMISSIONING
GOVERNANCE COMMITTEE
TO BE HELD ON: 14th JULY 2010**

Enclosure:	(to be completed by CEO office)					
Subject:	Provision of ENT & Orthopaedic outpatient services by Balance Street Practice.					
Lead Director:	Geraint Griffiths					
Lead Officer:	Gill Killbery					
Recommendation:	For Approval	<input checked="" type="checkbox"/>	For Discussion	<input type="checkbox"/>	For Information	<input type="checkbox"/>

PURPOSE OF THE REPORT:

To outline a proposal from Balance Street Practice to deliver Orthopaedics and ENT outpatients in Uttoxeter. The pathway has been submitted to PEC and the Practice is requesting approval to contract with the PCT for their service.

KEY POINTS:

Balance Street Practice have approached the PCT individually (not via the PBC consortium) for approval to provide outpatient services in relation to ENT and Orthopaedics from the practice premises.
The service is to be delivered by Hospital consultants and available to all populations. It is proposed that the service be charged to the PCT at 80% of tariff.
The Practice have also requested start up money to cover the cost of Orthopaedic equipment to the value of £15000.

CORPORATE OBJECTIVES:

Delivery of services in Uttoxeter bring care closer to patient homes. Delivery at 80% of tariff reduces PCT costs.

RESPONSIBLE COMMITTEE:

NAME: PBC Governance

APPROVED at cmte: YES/NO

Date of Cmte:

IMPLICATIONS:

Legal and/or Risk	Risk of double first appointment if transfer to acute required.
WCC	Patient choice
Patient Safety	Patients being seen by consultant with developed mentoring and personal development structures.
Patient Engagement	
Financial	Reduction in tariff costs
Sustainability	Reduction in travel costs

PBC	
Workforce / Training	Fully trained staff being engaged. Improvement in GP referrals and understanding of subjects involved should be delivered over time.

RECOMMENDATIONS / ACTION REQUIRED:

The PBC Committee are asked to: Approve the proposal.

Orthopaedics Pathway for Delivery at Balance Street Practice.

Overview:

Provision of an Orthopaedics outpatient service to be delivered under 'Any Willing Provider' (AWP) model from Balance Street Premises.

Access:

Referrals will be made via Choose and Book system.

No restriction on access. (Any practice from any PCT).

This is an Adults only service

Consultant specialism will be general orthopaedics excluding spines.

Prior to the appointment the referral letters will be screened by the consultants to ensure an appropriate referral.

Patients will be seen on the 1st Floor of the building. A lift is available where stairs can not be managed. There is a ramp to the main entrance of the building and the main door has automatic opening. All doors and corridors are sufficiently wide to accommodate wheelchairs.

Appointments are planned every 2 weeks. Monday morning once per month (Mr Hamlet) and Wednesday afternoon once a month (Mr Mulay).

Pre Referral work:

Any results from pre assessment work carried out by primary care will need to be included with the referral letter.

This may include X-ray, blood tests, scans, physiotherapy summary.

Waiting Times:

Capacity will be limited by the consultant time available.

Proposal is for two clinics a month.

Waiting lists monitored by practice

18 week pathway would be achieved

The Consultants will not arrange holidays at the same time ensuring max wait 4 weeks.

Included Procedures / Tests:

Joint / Shoulder injections when appropriate would be delivered within the practice and is currently within tariff price.

Blood tests will be organised during the outpatient appointment with results being sent to the practice and the consultant directly.

X – rays can not currently be done at the premises. Separate appointments would need to be made at Burton.

Tertiary referral:

Any procedures or further work required would be carried out at BHFT or the Midlands TC.

Referral would be direct to list.

Follow ups carried out to Balance Street.

Information:

To The PCT

Patient identifiable information detailing:

Referral Date, Attendance Date, NHS Number, Date of Birth, GP, Practice, PCT, Type of visit, Additional tests, Discharged or ongoing care.

This data will be supplied to the PCT on a monthly basis along with:

Waiting list numbers split by time waiting

Numbers of complains

Within 48hrs of occurrence any reportable incidents and SUI's must be reported to the PCT.

Any subcontracting arrangement must be agreed with the PCT.

Audit plans and results must be shared with the PCT on a regular basis.

To the Patient

Confirmation of appointment time and venue.

Unless there is justifiable reason not to, all correspondence regarding a patients treatment will be copied to the patient.

Correspondence relating to a patients treatment will be sent to the referring GP within 7 days of attendance.

Other Providers

Referral letters for onward care will be forwarded to the relevant party within 3 working days of outpatient attendance.

Required Dressings / Drugs

Any Drugs or Dressings required for the patients immediate use will be dispensed to the patient at the appointment. 14 days supply will be dispensed unless a shorter course is appropriate for complete treatment.

Patient Safety

A chaperone will be with the patient during consultation.

There are no reusable instruments planned

All equipment will be kept clean and in good working order with maintenance schedules available for review.

Non Attendance at appointment

If a patient cancels prior to being seen they will be offered an alternative date. This patient 18 week pathway will still be adhered to.

If the patient DNA's they will be offered an alternative date. The 18 week pathway will still be adhered to.

Consultant Unavailability

Cover arrangements will be included within the subcontract with the relevant consultant.

If patient appointments need to be cancelled, this will be done by the provider and alternative appointments offered within 28 days. The 18 week pathway will be adhered to.

Benefits of service movement

Reduced travelling for Uttoxeter local residents.

Guaranteed consultant opinion.

Audit

Clinical audit will be carried out twice a year.

Results from the audit will be made available to the PCT along with action plans taken as a result of findings.

Patient Satisfaction

Patient satisfaction audits (via survey) will be carried out twice in the first year of operation and then annually. The results along with action plans resulting from those results will be shared with the PCT.

Orthopaedic services at Balance Street Health Centre



Uttoxeter is ideally located for an outreach clinic with a catchment of nearly 40,000 patients located within an 8 mile radius covering Balance Street Practice (0 miles), Northgate (0.5 miles), New Croft Surgery in Rocester (4.8 miles), Abbott's Bromley (6.6 miles), Sudbury (6.6 miles), Tean (7.2 miles) and Alton (8 miles).

Balance Street Health Centre has a large council car park adjacent to the building and has excellent access via the A50 and Uttoxeter ring road.

Balance Street Practice is by far the largest practice in the area with a practice population of 13,400 patients. It has been at its current location for 10 years and has recently specifically redeveloped rooms in the building to allow space for outreach clinics.

An outreach clinic would thus greatly improve the accessibility for not only for our own patients but also for those in neighbouring practices.

Orthopaedic referrals are the largest proportion of outpatient referrals and by their very nature mobility of the patient is usually a problem.

The proposal is for Mr Hamlet and Mr Mullay (Both Orthopaedic Consultants at Queens Hospital Burton) to be the consultants who will jointly run the clinic.

One of the problems of referring to a Hospital service is that it is a lottery whether the patient is seen by a junior member of the team or the Consultant themselves. The service at Balance Street being consultant led will ensure not only a quality service but also continuity of care.

We have been had a consultant general surgical with Mr Stelios Vakis clinic for over a year and a consultant Urology clinic with Mrs Rosemary Corfield for 3 months One of the benefits is in improved communication between the GP's and consultant. This can be informal over a cup of coffee or with GP's sitting in on the clinics as part of their professional development.

The greater understanding between GP's and consultant and greater knowledge of GP's of that specialty should lead to improved quality of referrals, reduction of unnecessary referrals and reduced follow ups as the consultant will be confident in the GP' ability and the GP in accessibility of the consultant when returning the patient back to GP care.

The clinics are priced at 80% of Hospital Tariff price giving excellent value for money.

Improved access for patients, quality consultant led service, value for money and improved GP – Consultant communication are the main reasons why this is an important step forward in Health Provision for East Staffordshire.

Balance Street Practice

ENT services at Balance Street Health Centre



Uttoxeter is ideally located for an outreach clinic with a catchment of nearly 40,000 patients located within an 8 mile radius covering Balance Street Practice (0 miles), Northgate (0.5 miles), New Croft Surgery in Rocester (4.8 miles), Abbott's Bromley (6.6 miles), Sudbury (6.6 miles), Tean (7.2 miles) and Alton (8 miles).

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An outreach clinic would thus greatly improve the accessibility for not only for our own patients but also for those in neighbouring practices.

ENT referrals are the largest proportion of outpatient referrals and by their very nature mobility of the patient is usually a problem.

The proposal is for Mr Oates to be the consultant who will run the clinic and Mr Harani to cover leave. (Both ENT Consultants at Queens Hospital Burton)

One of the problems of referring to a Hospital service is that it is a lottery whether the patient is seen by a junior member of the team or the Consultant themselves. The service at Balance Street being consultant led will ensure not only a quality service but also continuity of care.

We have been had a consultant general surgical with Mr Stelios Vakis clinic for over a year and a consultant Urology clinic with Mrs Rosemary Corfield for 3 months One of the benefits is in improved communication between the GP's and consultant. This can be informal over a cup of coffee or with GP's sitting in on the clinics as part of their professional development.

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The clinics are priced at 80% of Hospital Tariff price giving excellent value for money.

Improved access for patients, quality consultant led service, value for money and improved GP – Consultant communication are the main reasons why this is an important step forward in Health Provision for East Staffordshire.

Balance Street Practice

ENT Pathway for Delivery at Balance Street Practice.

Overview:

Provision of an ENT outpatient service to be delivered under 'Any Willing Provider' (AWP) model from Balance Street Premises.

Access:

- Referrals will be made via Choose and Book system.
- No restriction on access. (Any practice from any PCT).
- Consultant specialism will be general ENT
- Patient letter will be read by consultant within 5 working days of receipt. If inappropriate to be seen at Balance Street then GP and patient will be notified and alternative suggested.
- Patients will be seen on the 1st Floor of the building. A lift is available where stairs can not be managed. There is a ramp to the main entrance of the building and the main door has automatic opening. All doors and corridors are sufficiently wide to accommodate wheelchairs.
- Appointments will only be available on one specific day of the week.

Pre Referral work:

- Any results from pre assessment work carried out by primary care will need to be included with the referral letter.
- This may include X-ray, blood tests, hearing tests, scans, medication summary.

Waiting Times:

- Capacity will be limited by the consultant time available.
- Proposal is for one clinic a month although this will be increased as necessary.
- Waiting lists to be monitored by practice. No patient to wait longer than 8 weeks for a first visit.
- 18 week pathway would be achieved by direct referral to list at BHFT or Midlands Treatment centre. All appropriate paperwork regarding the transfer of patient from one organisation to another in relation to clinical situation and 18 week time frame will be made available to the receiving organisation at the time of referral.
- Contract with consultant will ensure cover for sickness / holidays

Included Procedures / Tests:

- Blood tests if required will be organised during the outpatient appointment with results being sent to the practice and the consultant directly.
- Basic hearing tests can be carried out at the practice as part of the outpatient attendance.

Excluded Procedures / Tests:

- X – rays can not be done at the premises. Separate appointments would need to be made at Burton / Midstaffs etc via direct access. If patients are not registered to Balance street practice this cost would be passed on.

Tertiary referral:

- Any procedures or further work required would be carried out at BHFT or the Midlands TC.
- Referral would be direct to list.
- Follow ups carried out at Balance Street as appropriate.

Clinical Delivery:

- The appointed Consultant will receive professional support and mentorship via BHFT. The provider will actively check certificates to confirm professional competence, CRB records and references.
- The Consultant delivering the service will provide results of personal reviews and development requirements to the practice in relation to the service being provided.

Information:

To The PCT

- Patient identifiable information detailing:
- Referral Date, Attendance Date, NHS Number, Date of Birth, GP, Practice, PCT, Type of visit, Additional tests, Discharged or ongoing care.
- This data will be supplied to the PCT on a monthly basis within 15 days of the end of the month along with:
 - Waiting list numbers split by time waiting
 - Numbers of complains
 - Within 48hrs of occurrence any reportable incidents and SUI's must be reported to the PCT.
- Any subcontracting arrangement must be agreed with the PCT.
- Audit plans and results must be shared with the PCT on a regular basis.

To the Patient

- Confirmation of appointment time and venue.
- Unless there is justifiable reason not to, all correspondence regarding a patients treatment will be copied to the patient (if requested – all patients will be asked if they want a copy of the letter).
- Correspondence relating to a patients treatment will be sent to the referring GP within 5 working days of attendance.

Other Providers

- Referral letters for onward care will be forwarded to the relevant party within 72hrs of outpatient attendance.

Required Dressings / Drugs

- Any Drugs or Dressings required for the patients immediate use (or required within the next 7 days) will be dispensed to the patient at the appointment. 14 days supply will be dispensed unless a shorter course is appropriate for complete treatment. The cost of this will be absorbed within the attendance tariff.
- The practice will ensure all medicines are kept in their appropriate setting, they are securely housed and are issued in named packs with appropriate patient guidance.
- Patients will be issued with a signed internal prescription. This will be presented to the in house dispensary where the drugs will be dispensed against practice protocols.

Patient Safety

- A chaperone will be with the patient during consultation.
- All reusable instruments will be appropriately decontaminated using approved systems already within the practice.
- All equipment will be kept clean and in good working order with maintenance schedules available for review.

Non Attendance at appointment

- If a patient cancels prior to being seen they will be offered an alternative date. The patients 18 week pathway will still be adhered to.
- If the patient DNA's once they will be offered an alternative date. The 18 week pathway will still be adhered to.

Consultant Unavailability

- Cover arrangements will be included within the subcontract with the relevant consultant. Cover will be by named clinician of equal or higher competence than contracted consultant. The provider will be satisfied of quality of the cover arrangements prior to the covering consultant receiving patients.
- If patient appointments need to be cancelled, this will be done by the provider and alternative appointments offered within 28 days. The 18 week pathway will be adhered to.

Patient Confidentiality.

- Patient information will be entered on the practice system. The system is accessible by approved individuals via use of a log on and password. Passwords are regularly changed.
- A separate section of the system has been designed to cater for the patient notes of individuals visiting clinics held at Balance Street. This section is only accessible by those who require access to ensure appropriate care for that individual.
- Should there be a need to share Patient information with the Consultant outside of the Balance Street practice building, this will be done via NHS net.

Benefits of service movement

- Reduced travelling for Uttoxeter local residents.
- Guaranteed consultant opinion.
- Reduced time commitment for attendee results in reduced carer issues and less travel costs.

Audit

- Clinical audit will be carried out twice a year.
- Audits will include Clinical outcomes, patient satisfaction, waiting time adherence, capacity review.
- Results from the audit will be made available to the PCT along with action plans taken as a result of findings.
- Audits will be discussed by the clinical team, actions will be agreed and implementation plans put in place.

Patient Satisfaction

- Patient satisfaction audits (via survey) will be carried out twice in the first year of operation and then annually. The results along with action plans resulting from those results will be shared with the PCT.

Practice Policies

- The practice policies in relation to the following areas will be applied to the ENT service.
 - Clinical waste
 - Complaints
 - Patient confidentiality
 - Equity and Diversity
 - Decontamination
 - Health an Safety
 - Serious untoward Incidents
 - Whistle Blowing

Price Charged will be equivalent to NHS tariff less a recognition that practice resources funded through the Personal Medical Services contract have been used to assist delivery of the service.