

## **Direct Enhanced Service Extended Hours 2009/10**

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### **Background**

South Staffordshire PCT is committed to providing patients with access to appointments with a GP during extended hours with a view to significantly increasing satisfaction with opening hours.

This Direct Enhanced Service is to cover extended opening hours and reflects the final national guidance issued in September 2008.

The DES is designed to offer patients access to additional routine GMS/PMS service provision outside of core hours. This DES is not intended to replace Out of Hours provision for urgent care; the PCT will continue to be responsible for the provision of urgent care outside of core hours.

The PCT will commission from practices that are fully engaging with the PCT to complete the baseline audit for core hours and are wishing to offer extended opening to their resident population over and above their existing commitment. The PCT will not accept a proposal to provide this enhanced service from a contractor that is unable to demonstrate that it is providing reasonable access during core hours. This will be assessed against core hours of opening, number of appointments provided and ability to meet the Primary Care Access (PCAS) target, national and local patient surveys

Participation will attract a payment of £2.95 per registered patient per annum and is payable for the minimum additional 30minutes (extended opening) per 1000 registered patients.

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### **Duration**

The service will run until 31 March 2010

### **Target Population**

The contractor's registered population

### **Service Outline**

Extended Hours: In line with the September 2008 Department of Health guidance as follows;

- The PCT will with practices identify patients' needs and wishes and reflect these in the DES
- Participation will attract £2.95 per registered patient per annum

- Practices will provide a minimum of 30 minutes of extended opening hours per 1,000 registered patients per week (rounded to the nearest 15 minutes)
- Appointment times for extended opening hours must reflect patient preferences as reflected in the results of national and local surveys
- Extended opening should be in minimum blocks of 1 ½ hours, or in exceptional circumstances blocks of one hour (e.g. where there is clear patient demand for early morning consultations, or where a practice has a list of less than 3,000)
- Practices agreeing to provide extended opening under the DES cannot reduce the total availability of GP consultation time during core hours.
- Practices should ensure that as a minimum 75% of the appointments offered during extended hours are available for patients to book in advance (with some flexibility with prior agreement with the PCT)
- Practices should offer a minimum 75% of patient's appointments of not less than 10 minutes duration.
- Practices should ensure that services provided are in accordance with the terms set out in its GMS/PMS contracts.
- Any extended opening hours should be advertised and published in the practice leaflet
- It is recognised that the full range of support services i.e. diagnostics etc will not be available for the DES. The DES is designed to allow patients to see a GP or other primary care clinician in their practice, where full medical records will be available.

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## Accreditation

To be accepted as a provider of the Direct Enhanced Services, contractors must:

- Demonstrate to the PCT that any proposed sessions under the DES offer additional appointments to those currently provided
- Submit an acceptable proposal to the PCT outlining the extended hours to be provided that demonstrates that it meets with the expressed preferences of patients
- Complete the application form
- The PCT will continue to undertake monthly PCAS surveys. Practices signing up to the Direct Enhanced Service will participate in the survey. Achievement will be rewarded under the revised 2008/09 QOF .
- Confirm that sessions during core hours for routine appointments will not be reduced

Contractors will not be eligible for payments under Direct Enhanced Service until a signed Service Level Agreement is in place.

## Costing

The contractor will be eligible to a payment of £2.95 per registered patient per annum from date of signature of the SLA until 31 March 2010.

## Evaluation and Review

The practice will be required as part of the Direct Enhanced Service to provide monthly reports to the i.e. Primary Care Manager setting out;

- the number of extended hours sessions
- the number of patients seen

**South Staffordshire Primary Care trust**

**DIRECT ENHANCED SERVICE 2008/09 – 31 MARCH 2010**

**APPLICATION FORM**

**1. Practice details**

Name of practice:

Practice contact person:

**2. Baseline position as at 1.9.08**

	<b>Opening times</b>	<b>Number of hours open</b>
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
<b>TOTAL</b>		

Please also provide details for any branch surgeries.

**3 Core Clinical Hours**

Please complete the attached template at Appendix 1.

**4. Proposed extended hours**

4.1 Proposed Effective date

4.2 Patient list size as at 1.9.08:

4.3 Total number of additional GP hours required: \_\_\_\_\_ hours \_\_\_\_ minutes per week

4.4 Please specify in the table below the practice's proposed extended hours

	Early morning opening I.e. Before 8.30am			Evening opening I.e. After 6.30pm			Other times		
	Times	No. of hours/ mins	No. of GPs	Times	No. of hours/ mins	No. of GPs	Times	No. of hours /mins	No. of GPs
Monday									
Tuesday									
Wednesday									
Thursday									
Friday									
Saturday									
Sunday									
TOTAL									

3.6 Please demonstrate how these proposed extended hours have been developed:

	Details/outcome of review
Reference to previous patient feedback	
Consideration of unscheduled car/ Walk In Centre activity	
Discussion with practice staff	

Other – give details	
Other options explored and reasons why not put forward as proposals  e.g. We considered 3 hours extra on Saturday mornings, but patient feedback showed there was more interest in extending the opening during the weekday evenings.	

3.7 Please indicate proposed length of appointment

3.8 If the practice is wishing to operate concurrent GP sessions, please give details of the exceptional circumstances:

<b>Is there a health and safety risk?</b>	<b>Yes/No</b>
<b>Has a risk assessment and risk management plan been developed?</b>	<b>Yes/No</b>
<b>Is the risk still significant?</b>	<b>Yes/No</b>
<b>Give details</b>	
<b>Does the practice have a list size which would equate to 2.5 hours or more additional hours of GP consultation time i.e. over 10,000 patients?</b>	<b>Yes/No</b>
<b>Give details of proposed concurrent sessions</b>	
<b>Please give explanation</b>	

3.9 Does the practice wish to provide telephone cover during these extended hours? YES/NO

If yes, give details:

- 3.10 Is the practice considering providing other services during these extended hours (optional only)? If so, give details:
- 3.11 Advertising new extended hours. How is the practice planning to make patients aware of these extended hours: i.e.
- posters in waiting rooms.
  - advising patients when they ring up for an appointment
  - amended practice leaflet
  - updated information on NHS Choices
  - putting a message on all prescriptions issued
  - Other. Give details

Please give further details where appropriate.

- 3.12 Practices can demonstrate they already offer a full range of appointment times during the week

Please give details:

- 3.13 Will the practice be closed during lunchtimes? Yes/No.

If yes, give details of duration of closure and confirm what arrangements will be in place to provide appropriate cover

- 3.14 Participation in PCAS

The PCT will still undertake monthly PCAS surveys (although achievement will be rewarded under the reviewed 2008-9 QOF).

The Practice will be expected to participate in the surveys and meet the 24/48 hour Access target

- 3.15 Evaluation and review.

The practice is required to evaluate the success of its extended hours on a monthly basis and to forward details to the PCT for monitoring purposes. This will include

- The number of extended sessions, including number of patients, seen each month.

Please return your complete proforma to your Primary Care Manager .