

The future of Primary Care Out-of-Hours services for residents in Cambridgeshire



Consultation: 9.00 am 28 September to 5.00 pm 21 December 2009

About this consultation

NHS Cambridgeshire - which spends over £750 million every year buying healthcare on behalf of the 600,000 residents of Cambridgeshire - wants to make sure that all Out of Hours GP services provided by clinicians are safe, effective and respond to your needs. We also want to make sure that the standard and quality of Out of Hours services are the same for everyone – wherever you may live in Cambridgeshire.

We constantly review all our contracts and we are now focusing on improving and simplifying the way we organise our Out of Hours providers.

What do we mean by Out of Hours?

Out of Hours services are available when your doctor's surgery is closed. Typically, Out of Hours services operate during the following times:

- Monday to Friday 18:30 to 08:00
- 24 hours a day on Saturdays and Sundays
- 24 hours a day during Bank Holiday periods

Why do we need to change?

NHS Cambridgeshire believes that the current services across the county could be improved. Residents need to know that they can access the right NHS care when they are ill. We know that there are improvements that can be made to the Out of Hours service. NHS Cambridgeshire wants a safe and accessible service that directs you quickly to the right care.

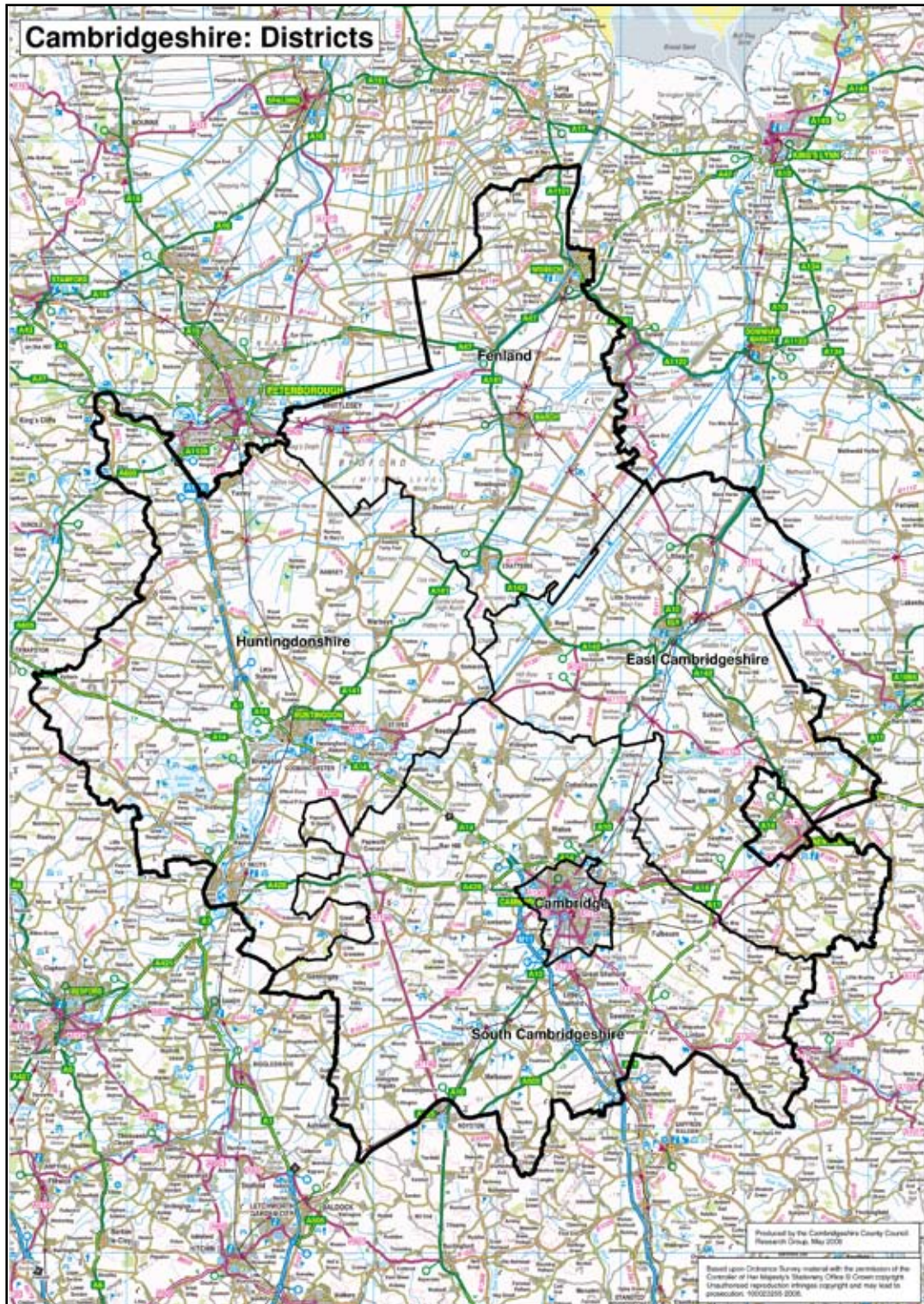
Why is NHS Cambridgeshire consulting - why is it important?

We have a legal duty to consult with our residents. More importantly, NHS Cambridgeshire wants to understand your views of the current service and what could make a better service. It is also important for you to understand how your views can influence the service provided.

The situation today

Today NHS Cambridgeshire commissions (or buys) emergency GP services to cover the times when your normal GP practice is closed. We also set the standards of care that determine how the service is delivered to ensure high quality NHS standards of care.

Currently Out of Hours primary care services are provided by four different organisations: TCN (Take Care Now) Ltd covering East Cambs & Fenland Districts, HuntsDoc covering Huntingdonshire, CAMDOC serving Cambridge City and South Cambs District and PDOC which serves Whittlesey and Yaxley.



Why change now?

NHS Cambridgeshire has been reviewing all its contracts since it became a new organisation in late 2006. This gives NHS Cambridgeshire the opportunity to make significant improvements to Out of Hours care. We propose to strengthen the service requirements to ensure that you receive the same high standards wherever you live.

How can we do this?

NHS Cambridgeshire believes this service could be better provided by fewer organisations i.e. having just one or at most two providers across the county to ensure consistent high quality care across Cambridgeshire.

Your views on the services

This consultation also gives us the opportunity to find out whether the way the service is currently delivered could be improved, for example: waiting times, transport, etc. Your views are important to us and will be used to inform the new contract for the Out of Hours service.

What we have been told so far

NHS Cambridgeshire is already aware that feedback from patients and professionals at local and national level has identified that access to Out of Hours care can be confusing. People can get confused about the different services, what they provide and where to find them. Patients tell us they get passed from unit to unit, team to team and location to location with little or no communication between the services.

NHS Cambridgeshire wants a service that provides advice and support from an experienced clinician by phone or face-to-face, and where patients are then directed to the right service. We believe that services should connect so that patients do not have to repeat information and are not passed around unnecessarily.

NHS Cambridgeshire suggests that the pilot scheme called a Single Point of Access, is one of the ways that could help prevent this from happening.

What is a Single Point of Access?

NHS Cambridgeshire has agreed to participate in a national scheme putting a single access telephone number in place. The benefits include increasing the choices available to clinicians when considering urgent admissions, and creating one point of contact for patients.

We believe a one point of telephone access for Out of Hours care means not having to make any more than one telephone call which could be better for patients.

Safer and closer to home

We also want a system that is safe, accessible and well known. It should have the flexibility to visit you in your own home if the clinician decides that is what is needed. We want a service that provides the right advice and treatment to patients who need urgent help, that ensures prompt medical attention to access the problem or give treatment or refer you to another service.

Where the new service will be located

NHS Cambridgeshire where possible, would like to place Out of Hours services in the same building as other related services. We believe there would be benefits for patients, if the service was situated with the A&E and Minor Injury departments, offering a 'one stop shop'.

Letting you know what services are out there - getting our communications right

NHS Cambridgeshire need to give our residents a better understanding of services available to them and where they can be found during out of hours. People know where to go in a health emergency – they might contact a GP, go to A&E or telephone 999. Yet newer services, such as NHS Direct, Minor Injury units, walk-in centres and various community response teams are less well known or understood.

Care during the consultation

The contract for the current Out of Hours service has been extended, so that a newly tendered service can begin in 2010. We would like to reassure all patients across Cambridgeshire that during this changeover period, if you require attention from a doctor outside normal surgery times, you will continue to receive a high quality and consistent service across Cambridgeshire.

Dental Services

Sometimes people have urgent dental problems when their dentist is closed. The telephone and assessment (triage) service will be included in what we propose to buy. We are not currently proposing to change the urgent dental service itself (where treatment is provided if necessary).

Timeline for the consultation

This consultation will run from 9am 28 September – 5pm 21 December 2009. This is the time you have to comment on this document using the questionnaire on page 10 and give us your ideas for the future provision of Out of Hours services.

We will spend this time carefully considering your views and the comments you've made.

Early 2010 – taking these views into account, we will present a report to NHS Cambridgeshire board members.

April 2010 – the contract for the new service will become operational.

The consultation runs for 12 weeks from 9am 28 September to 5pm 21 December 2009. Please help us by giving us your views.

You can give your views in a number of ways:

1. Completing the online questionnaire in the consultation section on www.cambridgeshire.nhs.uk
2. Calling the PALS feedback service on FREEPHONE 0800 279 2535 or 01223 725588
3. Emailing OOH-consultation@cambridgeshire.nhs.uk
4. Completing a hard copy of the questionnaire and sending it FREEPOST to:

RSCR-GSGK-XSHK
NHS Cambridgeshire
Lockton House
Clarendon Road
Cambridge
CB2 8FH

5. By visiting our website www.cambridgeshire.nhs.uk.
6. If you belong to a group or organisation, you can invite us along to one of your meetings, or if you have a particular experience you want to tell us about you can contact our PALS team on 0800 279 2535 or 01223 725588 or e-mail pals@cambridgeshire.nhs.uk.
7. Or, you can come along to one of the following open discussions to find out more – everyone is welcome.

Once we have captured your ideas about what you think the service should look like, we'll present this to the NHS Cambridgeshire Board early in 2010.

We will also be assessed during this process by The Consultation Institute, which specialises in best practice in public consultation.

Analysis will be provided by CELLO mruk research.

Date	Town	Venue	Time
29 October	St Neots	Guest Hall The Priory Centre The Priory St Neots Cambridgeshire PE19 2BH	6.30pm – 8.00pm
30 October	Burwell	Gardiner Memorial Hall High Street Burwell Cambridge CB25 0HD	11.30am – 1.00pm
2 November	Whittlesey	Manor Leisure Centre Station Road Whittlesey PE7 1UA	6.30pm – 8.00pm
6 November	Ely	The Stables The Lamb Hotel Lynn Road Ely Cambridgeshire CB7 4EJ	10.00am – 11.30am
9 November	March	Neale-Wade Community College, Wimblington Road, March, Cambridgeshire. PE15 9PX.	6.30pm – 8.00pm
12 November	Wisbech	The Hall The Oasis Community Centre St Michaels Avenue Wisbech Cambridgeshire PE13 3NR	10.00am – 11.30am
16 November	Chatteris	The Vermuyden Room Chatteris Library 2 Furrowfields Road Chatteris PE16 6DY	10.30am – 12.00pm
18 November	Sawston	Walnut Gallery Sawston Village College New Road Sawston Cambridge CB22 3BP	6.30pm – 8.00pm

Date	Town	Venue	Time
25 November	Cambridge	Main Hall Brickfields Community Centre 12-16 Chedders Lane Newmarket Road Cambridge CB5 8LD	6.30pm – 8.00pm
30 November	Huntingdon	St Mary's Parish Hall The Walks East Huntingdon Cambridgeshire PE29 3AP	6.30pm – 8.00pm
*	Manea	* date, time and venue to be confirmed - please see press or check our website for more details	
*	Sawtry		

To help us prepare for the sessions, we would like to know if you will be attending any of the above sessions please let us know on FREEPHONE 0800 279 2535 or 01223 725588 or by e-mail OOH-consultation@cambridgeshire.nhs.uk.

Or if you would like us to attend any of your events please email or call details as above.

Contacts

For further information, or if you have any questions about this document and any ideas for Out of Hours care, then please contact:

Sue Last

Head of Public Engagement

NHS Cambridgeshire

Telephone 01223 725588

E-mail susan.last@cambridgeshire.nhs.uk

If you have any comments or questions about the consultation process, or would like to suggest ways in which we can improve our future communication with you then please contact Jessica Bawden, Director of Communications, Public Engagement and Patient Advice & Liaison Services on 01233 725400.

This consultation document has been drawn up in accordance with the key consultation criteria as laid out in the Cabinet Office Code of Practice on Consultation 2008¹.

1. When to consult

Formal consultation should take place at a stage when there is scope to influence the policy outcome.

2. Duration of consultation exercises

Consultations should normally last for at least 12 weeks with consideration given to longer timescales where feasible and sensible.

3. Clarity of scope and impact

Consultation documents should be clear about the consultation process, what is being proposed, the scope to influence and the expected costs and benefits of the proposals.

4. Accessibility of consultation exercises

Consultation exercises should be designed to be accessible to, and clearly targeted at those people the exercise is intended to reach.

5. The burden of consultation

Keeping the burden of consultation to a minimum is essential if consultations are to be effective and if consultees buy-in to the process is to be obtained.

6. Responsiveness of consultation exercises

Consultation responses should be analysed carefully and clear feedback should be provided to participants following the consultation.

7. Capacity to consult

Officials running consultations should seek guidance in how to run an effective consultation exercise and share what they have learned from the experience.

¹ The Code of Practice states that these criteria should be reproduced in all consultation documents.

Questions

By filling in this questionnaire you will have the opportunity to have your say about NHS Cambridgeshire’s ideas to improve access to GPs outside normal surgery hours.

We appreciate you taking the time to tell us what you think. Please be assured that all the information collected is for use by NHS Cambridgeshire only and any views made public as part of a report would be made anonymous unless from an organisation.

1. Do you believe the current Out of Hours GP services could be improved?

- Yes
- No
- Don’t know

2. Do you know how to contact Out of Hours GP services?

- Yes
- No

3. In the last 12 months, have you needed to see a GP outside normal surgery hours?

- Yes
- No

4. If yes, How easy have you found it to contact the Out of Hours GP services?

- Very easy
- Fairly easy
- Neither easy
- Fairly difficult
- Very difficult or difficult

5. If fairly difficult or very difficult how could it be improved?

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6. Please indicate the area where you received your Out of Hours care

- Huntingdon (HuntsDoc)
- Cambridge and South Cambridgeshire (CAMDOC)
- East Cambs and Fenland (Take Care Now TCN)
- Peterborough (PDOC)

7. How would you rate the time it took to be assessed by telephone ('triage')

- Excellent
- Good
- Fair
- Poor
- Very poor

8. If you have visited an Out of Hours service base, how would you rate the wait to see the GP?

- Excellent
- Good
- Fair
- poor
- Very poor
- Have not visited Out of Hours service base

9. What was good about the service? (please tick all that apply)

- Staff were polite
- My call was answered quickly
- I was treated with dignity and respect?
- I was satisfied with the outcome
- Other (please specify)

10. And what was poor about the service? (please tick all that apply)

- Staff were unhelpful
- I had to wait a long time for my call to be answered
- I was not satisfied with the outcome
- I was not treated with dignity and respect
- Other (please specify)

11. How could the Out of Hours service be improved?

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12. Do you feel that the GP Out of Hours service is joined up / integrated with other services (for example social services, palliative care services, community nurses)

- Yes No

13. Have you used Out of Hours GP services because of difficulties accessing routine services during the day?

- Yes No

14. In the last twelve months, if you have needed Out of Hours services, have you used any of the following? Please tick

- A&E
- Minor Injuries
- Out of Hours GP
- Pharmacist
- Other (please state)
- Not used one of these services
- I have not needed to use an Out of Hours service in the last 12 months

15. If you have used any one of these services, can you tell us why you used this service?

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16. Where possible do you agree with putting Out of Hours in buildings alongside A&E or Minor Injuries Units?

- Agree Disagree Neither

17. Have you accessed the Out of Hours dental services?

- Yes No

18. If you have used the Out of Hours dental service how would you rate this service overall?

- Excellent Good Fair Poor Very poor

19. There are a number of methods we could use to raise awareness of the services in the community. Which of the following do you feel would be effective? (tick all that apply)

- Leaflets E-mail Local papers Newsletter Website
 Local radio DVD/video Open days Information in local meeting places (doctors surgeries, libraries, pharmacies, community centres)

20. From the list, which one do you feel would be most effective? (please tick one)

- Leaflets E-mail Local papers Newsletter Website
 Local radio DVD/video Open days Information in local meeting places (doctors surgeries, libraries, pharmacies, community centres)

21. Are there any other ways NHS Cambridge could raise awareness about improved access to GPs outside normal surgery hours?

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22. How easy do you find it to travel to current Out of Hours bases (this is where you travel to see the doctor on call)

- Very easy Fairly easy Neither easy nor difficult Fairly difficult
 Very difficult

23. How would you travel to an Out of Hours service?

- Car Motorbike Bicycle Foot Bus Taxi

Any other, please specify

About you

Please tell us a little about yourself. All of your comments will remain confidential and anonymous. This information will be used to make sure we're hearing from people of all backgrounds.

24. Are you:

- Providing your own response
 Providing a response on behalf of an organisation

25. If you are providing a response on behalf of an organisation, which organisation?

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26. If you are providing a response on behalf of an organisation, please give details about who the organisation represents, and how you gather the views of your members, and if you are happy for your organisation's response to be published.

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27. Do you currently work for the NHS?

- Yes No

28. How old are you?

- 16-24 25-34 35-44 45-54 55-64 65+ Prefer not to say

29. Are you:

- Male Female Transgender Prefer not to say

30. Please could you provide us with your village or district and full postcode in the box below. This will help us ensure we are receiving responses from across Cambridgeshire.

Village / District

Postcode

31. How would you describe your ethnic background?

- White - British White - Irish White - Other
- Asian or Asian British - Indian Asian or Asian British - Pakistani
- Asian or Asian British - Bangladeshi Asian or Asian British - Other
- Black or Black British - Caribbean Black or Black British - African
- Black or Black British - Other Chinese Prefer not to say
- Any other background, please specify

32. Do you care for someone with long-standing health problems or a disability?

- Yes - 1-19 hours a week Yes - 20-49 hours a week
- Yes - 50+ hours a week No

33. Which of these options best describes what you are doing at present?

- Full-time paid work Part-time paid work Full-time education
- Unemployed Permanently sick or disabled
- Fully retired from work Looking after the home Self employed
- Any other, please specify

34. Are you a parent or legal guardian for any children aged under 16 currently living in your household?

- Yes No

35. Do you have an illness or health problem that requires regular visits to the doctor?

- High blood pressure Heart problems Kidney disease
- Asthma and other lung problems Diabetes Arthritis
- Any other illness or health problem, please specify
-

36. We may be organising a number of different activities to discuss improving access to GPs and dentists outside normal surgery hours. Would you be interested in participating? This will mean passing your contact details to NHS Cambridgeshire for the purpose of them contacting you about further involvement.

Yes No

37. If yes, please can you provide us with your contact details so we can get in touch? Please be assured your questionnaire responses will always be treated anonymously and confidentially.

Forename:	
Surname:	
Address 1:	
Address 2:	
Address 3:	
Address 4:	
Home telephone number:	
Mobile telephone number:	
E-mail:	

Thank you for completing this consultation questionnaire.

This document can be made available in large text or Braille, or other languages, on request. Contact NHS Cambridgeshire's Patient Advice and Liaison Service (PALS) on 01223 725588 or FREEPHONE 0800 279 2535 or email pals@cambridgeshire.nhs.uk.

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NHS Cambridgeshire
Lockton House
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For more information about NHS Cambridgeshire visit www.cambridgeshire.nhs.uk

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