

PPG event – 12 June 2018

Q&A write up

Urgent care/111

Q: Are there similar initiatives in other areas or does the CCG work in isolation?

A: Working with neighbours across Sussex and East Surrey to compliment and coordinate where possible.

Q: What about information sharing between partners and consent from patients?

A: Digital and IT form a big part of the work. There is a commitment from partners to move onto SystemOne which is happening at pace. GPs will obtain consent.

Q: OOH over the weekend means that Monday mornings are bedlam in GP practices – no capacity.

A: OOH becoming integrated into urgent care which should reduce the pressure experienced on Monday mornings – ***deal with today on the day***.

Q: What about people who are unable to travel but want to speak to a health professional face to face? I.e. live in Shoreham but told to go to Bognor?

A: Unlikely to happen. Should be able to go to local access hubs – care closer to home

Q: Older people will not talk to receptionists

A: This is where the CAS will help as quicker access to clinician and aim to have 60% of calls answered by a clinician. Positive experiences are likely to promote the service and once the new 111 is up and running with positive reviews and word of mouth then it is likely confidence in the over the phone service will grow.

Q: Where will GP access hubs be?

A: Currently this is out to procurement but reasonable that they use existing facilities

Transport is important and utilising the voluntary patient transport schemes. West Sussex County Council has a list of [community transport providers](#) on their website.

Q: Are UTCs part of the GP access hub? Do they offer walk-in?

A: Yes UTCs offer both bookable and walk-in appointments

Q: What about 'out of hours'?

A: It won't exist in its current form but the GP access hubs, UTCs and visiting service will meet the need. There is no need for a separate service.

Q: What is the timescale?

A: Currently in procurement with a go live date of April 2019. The GP access hubs will be in place from October 2018. Following the PPG event a decision to stop the 111/Clinical Assessment Service procurement was made and [communicated to PPG representatives](#).

Q: If WSHFT don't get the UTC contract how will that affect staff?

A: Conducting an impact assessment to identify any effect the UTCs will have on existing trusts i.e. WSHFT and SCFT

Q: Are the UTCs instead of 'minors' in A&E?

A: It's a slicker way of processing patients to the right place

Q: There needs to be clarity about who people should initially call. Should the drive be towards using 111 to relieve the pressure on GP practices?

A: This has worked in other areas such as Birmingham but locally our GP practices are not ready to hand all that responsibility to 111. So for now GPs will keep control of their on the day bookings.

Q: Is it reasonable to confidence should be built now rather than waiting until the new service is up and running? (Will there be information such as the urgent care summary postcards given to the public to promote the service and increase confidence?)

A: Yes promotional materials will be produced and we will utilise patient reviews and stories of the new service to learn and promote to others.

Q: When will contracts be awarded?

A: A decision will be made this year which will need to be ratified by all 7 CCG Governing Bodies

Q: As there are negative connotations associated with 111 can't the number be changed?

A: No it's a national so can't be changed. Need to re-educate that this is a new service and start to build trust with people that it is different

Q: Messaging needs to be non-political – avoid 'fake news'

A: PPGs are a good way of disseminating information

Q: This is a soft approach – can't there be posters in A&E that tell people not to come unless they have a life threatening emergency?

A: That's the beauty of co-locating A&E/UTCs so people with less urgent conditions can be triaged into the UTC. A&E streaming is happening successfully in other areas – Royal Free in London – and learning from this.

Support for PPGs

In an ideal world what would support your PPG?

Sanctions against practices that don't have a PPG – CCG has a responsibility to support practices or the ability/authority to question those who don't have a PPG.

Practice Managers/Senior Partners are vital to the success of a PPG – CCG could encourage practices and highlight the benefits of having a PPG

Actions for the CCG:

- Conversations with Practice Managers particularly those that are struggling to have a PPG
- Promotion of stories highlighting the benefit of having a PPG

What has your PPG been up to lately?

Sale of second hand books in the waiting room generates around £20/week for the practice

Had an information table in the practice during PPG awareness week and managed to recruit some new members

[Advice and guidance to PPGs](#) is available on the website along with access to a [PPG forum](#) that can be used to encourage members from any of the PPGs in Coastal West Sussex to start a conversation and network with members from their own or other PPGs.