

NHS Wirral Clinical Commissioning Group
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Birkenhead
Wirral
CH41 5AL
Tel: 0151 541 5830

Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received by the Corporate Affairs Team on Wednesday 24th May 2017.

You Asked for:

1. I refer to the (Dept of Health) DH's, "National Quality Requirements in the Delivery of Out-of-Hours Services" 2006 document (attached) in pages 5 to 7, in clause 3.5.1 on page 10 of "2014/15 APMS Contract – 18.06.14 v1.0."

1.1 "Providers must report regularly to PCTs on their compliance with the Quality Requirements."

FOI: Please tell when these Out-of-Hours (OOH) reports were sent between 2014 and March 2015 from Out-of-Hours (OOH) provider to you?

1.2 "Providers must regularly audit a random sample of patients' experiences of the service (for example 1% per quarter) and appropriate action must be taken on the results of those audits. Regular reports of these audits must be made available to the contracting PCT. Providers must cooperate fully with PCTs in ensuring that these audits include the experiences of patients whose episode of care involved more than one provider organisation."

FOI: Please tell when these Out-of-Hours (OOH) reports were sent between 2014 and March 2015 from Out-of-Hours (OOH) provider to you?

In response to question 1.1 and 1.2, following the National Quality Requirements the provider, Wirral Community NHS Foundation Trust (WCT) of Out of Hours services have this requirement in their quality schedule and have submitted this information on a quarterly basis as specified in the contract since April 2014.

GP Out of Hours

The provider must report regularly to the CCG on their compliance with the National Quality Requirements (NQR). Refer to document *National Quality*

Requirements in the Delivery of Out-of-Hours Services, published on 20 July 2006, Gateway no.6893 which can be found at web page:

http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4137271

Further guidance can be found in the document **Primary Medical Care Functions Delegated to Clinical Commissioning Groups: Guidance March 2014** which can be found at web page:

<http://www.england.nhs.uk/wp-content/uploads/2014/03/pri-med-care-ccg-14.pdf>

This provides information about CCG reporting requirements for which the CCG is reliant on WCT achieving and reporting the NQRs.

Providers must regularly audit a random sample of patient contacts and appropriate action will be taken on the results of those audits. Regular reports of these audits will be made available to the contracting CCG. The sample must be defined in such a way that it will provide sufficient data to review the clinical performance, including the appropriateness of disposition, of each individual working within the service. This audit must be led by a clinician with suitable experience in providing care and, where appropriate, results will be shared with the multi-disciplinary team that delivers the service.

The provider must cooperate fully with the CCG in ensuring that these audits include clinical consultations for those patients whose episode of care involved more than one organisation. All categories of staff to be included in the audit process (e.g. receptionists, GPs).

Providers must regularly audit a random sample of patients' experiences of the service (for example 1% per quarter) and appropriate action must be taken on the results of these audits. Regular reports of these audits must be made available to NHS Wirral CCG.

Providers must ensure that patients are treated by a GP, (especially at periods of peak demand such as Saturday mornings), in the most appropriate location. Where it is clinically appropriate, patients must be able to have a face-to-face consultation with a GP, including where necessary, at the patient's place of residence Face to Face consultations (whether in a centre or in the patient's place of residence) must be started within the following timescales, after the definitive clinical assessment has been completed.

2. In 2013 NHS Commissioning Board (CB) introduced a service called Risk Profiling and Case Management Scheme. It was an "enhanced service".
 - 2.1 How many agreements of GP practice belonging to you did you have in place by 30 June 2013 for the risk profiling and care management enhanced service?
 - 2.2 Which GP practices belonging to you did you notify NHS CB that were participating by 31 August 2013 in the Risk Profiling and Case Management enhanced service?
 - 2.3 What risk profiling evaluation tool was procured by you for the GP practices belonging to you?
 - 2.4 Please supply a template of your audit form or quote data entry fields if its a database that GP practices belonging to you were meant to complete or be guided by quarterly.
 - 2.5 What criteria did you specify to GP practices belonging to you for case management?

Unfortunately, NHS Wirral Clinical Commissioning Group does not hold this information. This information is held by NHS England and I have included the contact details for NHS England below for you to contact them directly:

Telephone 0300 311 22 33
Email England.contactus@nhs.net

NHS England
PO Box 16738
REDDITCH
B87 9PT

This service operates Monday to Friday 08:00 – 18:00 hrs, excluding Bank Holiday.

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