

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Service Specification No.	11J_0201
Service	Primary Care August Bank Holiday Opening
Commissioner Lead	
Provider Lead	
Period	August 2016
Date of Review	

1. Population Needs

National/local context and evidence base

As a consequence of significant systems pressures experienced during the Winter period 2014/15 and 2015/16, NHS Dorset Clinical Commissioning Group (CCG) and all Health and Social Care providers agreed at the Systems Resilience Group to ensure more robust preparation for Bank Holiday weekends and special bank holiday weekends.

NHS Dorset CCG considered lessons learnt from winter 2014/15 and measured the success of the primary care services commissioned during the Christmas and New Year 2014/15 and 2015/16 bank holiday period that supported the avoidance of attendances to the Emergency Departments.

We are therefore inviting GP practices or networks of GP practices to submit proposals to offer additional provision to patients both registered and non –registered with the potential providers according to the specification (or relevant part of the specification).

2. Outcomes

NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	
Domain 2	Enhancing quality of life for people with long-term conditions	√
Domain 3	Helping people to recover from episodes of ill-health or following injury	
Domain 4	Ensuring people have a positive experience of care	√
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	√

Local defined outcomes

The key outcomes of these primary care services are:

- safe management of patients needing primary care services out of hours;
- collaborative working between primary and secondary care services, out of hours

services and SWAST;

- reduced attendance at ED departments;
- efficiency and value for money;
- positive patient/user experience.

3. Scope

Aims and objectives of service

The aim of the services is to offer primary care health services over the August Bank Holiday weekend.

The practices should ideally be located close to the 3 acute hospital sites in Dorset so that patients can be offered an alternative to attending an ED department and will:

- Open for the 3 day period over the August Bank Holiday weekend;
- Opening hours to be at least 10.00 am – 18.00 pm;
- Appointment numbers to be similar to that within normal surgery hours;
- Length of appointments to be similar to that within normal surgery hours (10 minute appointments);
- Appointments should be offered to all patients within a locality / registered with a Dorset CCG GP;
- Waiting times will not exceed 1.5 hours upon arrival
- Where possible appointments should be bookable via 111;
- Where possible practices offering this service should be located near to acute sites;

The key objectives of this service are to offer a viable alternative to ED and thus supporting a reduction in ED attendances during increased bank holiday weekend pressures.

Advertisement of the service will be managed by all GP practices and supported by the SRG and CCG communications team.

Availability of appointments to be advertised by GP practices as early as possible detailing how to book locally as well as through NHS 111.

Service description/care pathway

Primary care services should be delivered as per the existing PMS/GMS contract.

This specification outlines the delivery of a primary care service during the following periods: 27th – 29th August 2016 inclusive.

Referral Routes

Patients can be referred:

- From an ED department
- Self-referral
- NHS 111
- Via OOH service
- Normal GP appointment booking

In delivering the service the provider will:

- maintain a register of all patients attending the service
- the reasons for attendance
- outcomes

Administrative Processes

- The service will have processes in place to deal with all administration including a bookings and appointments system and suitable processes to handle and manage patients.
- The service will have procedures in place to follow up and/or recall patients as appropriate and to manage patients who do not attend or cancel appointments.
- Practices will record and demonstrate patient record sharing with the patients registered GP practice
- The Aadastra system can be available and would be supported by commissioners.
- The GP practices will communicate and promote the advertisement of additional days and opening hours. This information along with the details of local pharmacies and MIUs are included on the surgery's recorded answerphone messages.

Patient Information

The information provided will support patients to:

- enable patients to be fully informed about their condition
- manage their condition
- educate on timely support

Any acceptance and exclusion criteria and thresholds

The provider will offer primary care services to all patients who are registered with Dorset CCG GPs.

Non registered Dorset CCG patients should be referred to the OOH service.

Interdependence with other services/providers

- Acute trusts
- Community Health Services
- MIUs
- OOHs
- SPOA
- SWAST
- GP practices
- Community Pharmacy

Relevant networks

None identified

4. Applicable Service Standards

4.1 Applicable national standards (e.g. NICE)

As per existing PMS/GMS Contract

4.2 Applicable standards set out in Guidance and/or issued by a competent body (e.g. Royal Colleges)

As per existing PMS/GMS Contract
4.3 Applicable local standards As per existing PMS/GMS Contract
5. Applicable Quality Requirements and CQUIN goals
5.1 Applicable quality requirements (See Schedule 4 Parts A-D) None
5.2 Applicable CQUIN goals (See Schedule 4 Part E) None
6. Location of Provider Premises
6.1 The Provider's Premises are located at:
7. Individual Service User Placement