

<b>DECISION-MAKER:</b>	HEALTH OVERVIEW AND SCRUTINY PANEL		
<b>SUBJECT:</b>	COMMISSIONING OF INTEGRATED URGENT CARE (IUC) SERVICES FOR SOUTHAMPTON		
<b>DATE OF DECISION:</b>	28 JUNE 2018		
<b>REPORT OF:</b>	PHIL AUBREY-HARRIS, HEAD OF PRIMARY CARE, SOUTHAMPTON CITY CCG		
<b><u>CONTACT DETAILS</u></b>			
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<b>STATEMENT OF CONFIDENTIALITY</b>	
None	
<b>BRIEF SUMMARY</b>	
This paper provides a summary of Southampton City CCG's commissioning of Integrated Urgent Care services – including services currently referred to as NHS 111 and our GP out-of-hours services.	
<b>RECOMMENDATIONS:</b>	
	(i) That the Health Overview and Scrutiny Panel note the progress and plans for developing a new IUC service for Southampton residents.
<b>REASONS FOR REPORT RECOMMENDATIONS</b>	
1.	In order to keep the Health Overview and Scrutiny Panel apprised of an important development in local NHS health services.
<b>ALTERNATIVE OPTIONS CONSIDERED AND REJECTED</b>	
2.	Not applicable
<b>DETAIL (Including consultation carried out)</b>	
3.	The current NHS 111 service is a nationally specified service providing patients with a first point of telephone contact to discuss their health issues, assess their needs and direct them to the most appropriate information or services. The service forms an important part of the urgent care system and is currently commissioned by 5 CCG's across Hampshire and is delivered by the South Central Ambulance Service (SCAS). During 2017 NHS England issued requirements for local health systems to commission new Integrated Urgent Care (IUC) services marking a progressive development of the NHS 111 service and the interface with other relevant services.
4.	National requirements for IUC include a range of refinements to the previous NHS 111 model and require a higher level of integration with associated local services. Outcomes for patients of the new service will include ensuring the most appropriate treatment options to meet their needs and a smoother more responsive customer experience. The new service will include an enhanced

	Clinical Assessment Service (CAS) whereby a higher proportion of patients (around 2/3) will speak directly to a clinician who will assess their needs and determine the most appropriate care options. Where face-to-face assessment is required, the IUC service will be able to directly book appointments in appropriate services whilst the patient is on the call.
5.	Over recent months, Southampton City CCG has worked with other CCG's across Hampshire to consider our commissioning options for IUC in Hampshire. During April a decision was reached to work collaboratively with our current providers including SCAS (provider of 111 service), Partnering for Health (PHL – provider of GP out-of-hours services in southern Hampshire) and North Hampshire Urgent Care (NHUC – provider of GP out-of-hours services in northern Hampshire) to co-produce our IUC service over the next 12 to 18 months. In order to support this, the current providers have been directly awarded contracts until 31 <sup>st</sup> May 2021. This decision to proceed on this basis was made following a review of options and market testing including the issuing of an appropriate Prior Information Notice (PIN) in line with Public Contracts Regulations 2015.
6.	During the consideration of commissioning options, and in the development of new service specifications, the CCG has undertaken a range of engagement activities with local residents, patients and relevant stakeholder organisations. This has included, for example, consultation with the Southampton Consult and Challenge group, which includes diverse representation of patients and users of local services and patient involvement in procurement.
7.	Across the county CCG's have opted for a range of solutions for commissioning urgent face-to-face clinic appointments and home visits for times when core GP services are closed (i.e. GP out-of-hours services). These services will be highly integrated with the IUC and receive direct bookings from the CAS. Southampton CCG is currently out to tender for a new Enhanced and Urgent Primary Care service to deliver these elements, with a view to the new contract commencing from 1 <sup>st</sup> June 2019.
8.	For further information on the IUC and Enhanced and Urgent Care Services for Southampton please contact Phil Aubrey-Harris on <a href="mailto:phil.aubrey-harris@nhs.net">phil.aubrey-harris@nhs.net</a> or 07971 690626.
<b>RESOURCE IMPLICATIONS</b>	
<b><u>Capital/Revenue</u></b>	
9.	The commissioning of these services will be funded through Southampton City CCG's allocation of NHS funds. Currently the total value of the contracts described is circa £3.1m p.a.
<b><u>Property/Other</u></b>	
10.	The new services will largely function from existing healthcare facilities in Southampton and across Hampshire
<b>LEGAL IMPLICATIONS</b>	
<b><u>Statutory power to undertake proposals in the report:</u></b>	
11.	Not applicable
<b><u>Other Legal Implications:</u></b>	
12.	Not applicable

<b>RISK MANAGEMENT IMPLICATIONS</b>	
13.	Risks associated with the commissioning of these services are managed appropriately by Southampton City CCG.
<b>POLICY FRAMEWORK IMPLICATIONS</b>	
14.	Not applicable

<b>KEY DECISION?</b>	No
<b>WARDS/COMMUNITIES AFFECTED:</b>	All
<u>SUPPORTING DOCUMENTATION</u>	
<b>Appendices</b>	
1.	No appendices

**Documents In Members' Rooms**

1.	Not applicable
<b>Equality Impact Assessment</b>	
<b>Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out.</b>	<b>No</b>
<b>Privacy Impact Assessment</b>	
<b>Do the implications/subject of the report require a Privacy Impact Assessment (PIA) to be carried out.</b>	<b>No</b>
<b>Other Background Documents</b>	
<b>Other Background documents available for inspection at:</b>	
<b>Title of Background Paper(s)</b>	<b>Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)</b>
1.	Not applicable