

DECISION-MAKER:	HEALTH OVERVIEW AND SCRUTINY PANEL
SUBJECT:	SINGLE POINT OF ACCESS AND OUT OF HOURS GP SERVICE
DATE OF DECISION:	19 JANUARY 2012
REPORT OF:	ASSOCIATE DIRECTOR URGENT CARE AND OUT OF HOURS, SOLENT NHS TRUST
STATEMENT OF CONFIDENTIALITY	
None	

BRIEF SUMMARY

This paper provides details on the Single Point of Access and the Out of Hours GP Service which member have expressed interest in previously.

RECOMMENDATIONS:

- (i) To note the update from Solent NHS Trust on the Single Point of Access and Out of Hours GP Service and comment as appropriate.

REASONS FOR REPORT RECOMMENDATIONS

1. To bring members up to date with progress.

DETAIL (Including consultation carried out)

Single Point of Access (SPA)

2. The Solent SPA was implemented to enable patients to more easily contact community teams and health professionals to make urgent community referrals through a single telephone number. This facilitates straightforward and timely access to services and maximises the proportion of time that can be spent by teams on face to face patient contact.
3. The Solent NHS Trust SPA was launched in April 2011 to support unscheduled care delivery in Portsmouth and Southampton. At this time the 0300 300 2011 number for health professionals and 0300 300 2012 number for patients was launched; sharing its telephone number with the OOH services to deliver 24 hour accessible care.
4. More recently SPA has been developed as a point of access to planned care services Diabetes clinics, and the COAST service. In Southampton; the Community Nursing Teams and Virtual Ward teams can be accessed via SPA. Nurses are available in hours to take calls from patients requiring clinical triage and assessment. General paediatric services are currently being integrated into the SPA. Plans are currently underway to implement access to planned sexual health services and dental helpline.
5. In the past 3 months; SPA in Southampton has taken 7031 calls from patients and 2879 from health professionals. At present referrals can still be made and patients can contact services through the previously existing team numbers, but new patients are encouraged to use SPA.
6. Over the next year we will be developing SPA to include nearly all of our urgent and planned care teams. SPA will utilise a Directory of Services to directly book new appointments for assessment and enable patients to change appointments to suit their needs. It is envisaged that the SPA will

also provide a direct point of access for calls into Solent community services from 111, from September 2012.

Out of Hours

7. The Solent GP Out of Hours Service has improved its quality performance and operational resilience significantly during 2011/12. The Performance of GP OOH services in England are judged against a standard set of 17 indicators – the National Quality Requirements (NQRs). These are rated Green, Amber or Red depending on performance level. From June – December 2011, Solent has improved from 50% of Red or Amber Indicators to 100% Green.
8. Across Christmas and New Year 2010-11; Solent NHS Trust OOH service was unable to meet the increased peak demands – leading to very large queues of answered calls building. Improved planning during Autumn 2011 has allowed the Christmas and New Year demand to be matched by available OOH capacity – maintaining a high quality service for patients.
9. Solent NHS Trust GP OOH service continues to exceed its targets for helping to avoid hospital admissions, by offering timely expert healthcare advice to callers and prompt GP treatment, where this is indicated.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

10. N/A

RESOURCE IMPLICATIONS

Capital/Revenue

11. None

Property/Other

12. None

LEGAL IMPLICATIONS

Statutory Power to undertake the proposals in the report:

13. The duty to undertake overview and scrutiny is set out in Section 21 of the Local Government Act 2000 and the Local Government and Public Involvement in Health Act 2007.

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SUPPORTING DOCUMENTATION

Non-confidential appendices are in the Members' Rooms and can be accessed on-line

Appendices

1.	None
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Documents In Members' Rooms

1.	None
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Integrated Impact Assessment

Do the implications/subject/recommendations in the report require an Integrated Impact Assessment to be carried out.
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Yes/No

Other Background Documents

Title of Background Paper(s)

Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)

1.

None

Integrated Impact Assessment and Other Background documents available for inspection at:

WARDS/COMMUNITIES AFFECTED:
