

**Consultation on a future model for an Integrated GP Out of Hours base at Cambridge University Hospitals NHS Foundation Trust (Addenbrooke's)**

**23 January to 6 March 2017**

**This six week consultation is to gather feedback on moving the current GP Out of Hours base from Chesterton Medical Centre to the integrated Clinic 9 at Cambridge University Hospitals NHS Foundation Trust (Addenbrooke's)**

**Who we are and what we do**

Cambridgeshire and Peterborough Clinical Commissioning Group (the CCG) is a statutory body set up to commission health services on behalf of patients registered at a GP practice in our area.

The CCG is a membership organisation. We are one of the largest CCGs in England, by patient population. We have 105 GP practices as members, which cover all GP practices in Cambridgeshire and Peterborough as well as three practices in North Hertfordshire (Royston) and two in Northamptonshire (Oundle and Wansford).

We have a patient population of approximately 940,000 which is diverse, ageing, and has significant inequalities. We manage a budget of around £1billion to spend on healthcare for the whole population of this area, which is just over £1,000 per person.

**The proposal**

The proposal of this consultation is to move the Cambridge GP Out of Hours base from Chesterton Medical Centre to Cambridge University Hospitals NHS Foundation Trust (Addenbrooke's).

**What is the GP Out of Hours service?**

The CCG has recently commissioned and mobilised a new Integrated Urgent Care (IUC) service which sees the coming together of both NHS 111 and GP Out of Hours (OOH) services, supported by a clinical team of GPs, nurses, pharmacists, and mental health and dental advisers (the clinical hub), under a single provider. The provider is Herts Urgent Care (HUC).

Patients can contact the GP OOH service by using the NHS 111 service when GP practices are closed in the evenings and at weekends. If patients call their GP practice when it is closed they will be either automatically re-directed to the NHS 111 service or asked to hang up and re-dial 111.

The patient or caller will be assessed and then passed through to the most appropriate service. If the patient needs GP or primary care before their GP practice opens the next day then, depending on the symptoms, the GP OOH service will call the patient back to give advice over the telephone. Alternatively they may give the patient an appointment to visit their nearest OOH base to see a GP or Nurse Practitioner. In cases where a patient is too unwell to travel, the GP OOH service will arrange a home visit to the patient.

The CCG consulted widely on delivering integrated NHS 111 and OOH services in 2014–15 and received broad support for the model. The OOH bases were not considered for change as part of that consultation, although the prospect of having A&E alongside OOH/NHS 111 services was raised by some as part of the responses. The current bases for this service are as follows:

- Chesterton Medical Centre, Cambridge
- Princess of Wales Hospital, Ely
- Doddington Hospital, Doddington
- Hinchingsbrooke Hospital, Huntingdon
- City Care Centre, Peterborough

The base at Wisbech is run by IC24 which provides NHS 111 and OOH services for Norfolk and Wisbech.

### What are the issues that need to be addressed?

When the new integrated service started the location of the Cambridge GP OOH base at Chesterton Medical Centre was reviewed. The current provider has suggested that this is **not** the most clinically effective site for patients and that a co-located OOH base on the Cambridge University Hospitals NHS Foundation Trust (Addenbrooke's) site, as part of an integrated urgent care service with the A&E department, would be more effective. The majority of our other sites are alongside other facilities such as minor injury services or A&E.

GP Out of Hours base:	Co-located with:
Princess of Wales Hospital, Ely	Ely Minor Injury Unit
Doddington Hospital, Doddington	Doddington Minor Injury Unit
Hinchingsbrooke Hospital, Huntingdon	Hinchingsbrooke Hospital Emergency Department
City Care Centre, Peterborough	Peterborough Minor Illness and Injury Unit
The base at Wisbech is run by IC24 which provides NHS 111 and OOH services for Norfolk.	

Addenbrooke's is currently experiencing unprecedented levels of urgent and emergency care activity. The department regularly sees well over 300 attendances a day and at times up to 330 attendances per day.

The CCG is aware that moving this element of the service will not solve the issues of the estate structure of the Addenbrooke's A&E department, nor that more and more people are attending the A&E department.

However the CCG and the Trust believe that combining this service with the current GP streaming service at Addenbrooke's can start to alleviate the pressure at the A&E department. Patients who can be seen by a primary care clinician can be directed to that service, leaving A&E specialist clinicians available to deal with those with the greatest need of their help.

There is already a GP service at Addenbrooke's running in Clinic 9, located a short distance from the A&E department door, but this is a limited service

These GPs operate between 11.00am and 11.00pm and see primary care-related patients from the A&E department.

If this proposal is implemented these GPs and the OOH GPs will operate from Clinic 9 as a permanent base seeing patients who have an urgent need but do not need A&E specialist

care. This would mean that the service hours could be extended to operate from 11.00am through the night to 8.30am the next day.

The impact would be that, on average, between 15-20% of daily A&E attendances (an average of 50–70 patients per day) would be directed across to Clinic 9. Other benefits of the model include:

- This is the most appropriate service to meet the needs of the patient.
- A&E specialist staff will be more able to focus on the patients who need their specialist care the most – i.e. emergency patients.
- Primary care clinicians will be available to help those who need them.
- Immediate access to specialist teams/services to support out of hours GPs, should a patient deteriorate rapidly.
- Joint working, training, and learning for staff.
- Will support retention and recruitment of GPs within the service.
- Phase 1 in the development of an Urgent Care Centre (UCC).
- Access to on site Lloyds pharmacy.
- Single provider (subject to Cambridge University Hospitals NHS Foundation Trust board approval) of GP streaming/OOH service and therefore high degree of service continuity as well as joint clinical governance.
- Access to diagnostics and further specialist treatment on the same site.

### **What we are asking you.**

This consultation is to gather the views and opinions of the public on the proposal to move the Cambridge GP Out of Hours base from Chesterton Medical Centre (CB4 1PX) to Cambridge University Hospitals NHS Foundation Trust (Addenbrooke's, CB2 0QQ). We want to understand what people think of this proposal.

**PLEASE NOTE:** Other services that operate from Chesterton Medical Centre are unaffected by these proposals.

### **Your feedback**

You can send your feedback to us in many different ways:

- By filling in the online survey at <http://www.cambridgeshireandpeterboroughccg.nhs.uk/have-your-say/>
- or emailing your completed survey to: [capccg.contact@nhs.net](mailto:capccg.contact@nhs.net)

You can also:

- write to us with your views (at the address above)
- phone us on 01223 725304
- email us your views to [capccg.contact@nhs.net](mailto:capccg.contact@nhs.net)
- attend the planned meetings to tell us what you think.

**The closing date for receipt of responses to this consultation is 5pm on 6 March 2017.**