



*Cambridgeshire and Peterborough  
Clinical Commissioning Group*

Engagement Document

**Engagement on a future  
model for NHS 111 and GP  
Out of Hours services for  
Royston**

**5 June 2015 to 5pm on 3 July 2015**

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- 01223 725304 or
- capccg.engagement@nhs.net

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Pokud byste si chtěli tento dokument přečíst v jiném jazyce nebo formátu, nebo pokud požadujete služby tlumočnicka, kontaktujte nás.

Siete pregati di contattarci se desiderate ricevere questo documento in un'altra lingua o se richiedete i servizi di un interprete.

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જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Jei pageidaujate gauti šį dokumentą kita kalba ar kitu formatu, arba jei jums reikia vertėjo paslaugų, kreipkitės į mus.

Se gostaria de ter este documento noutró idioma ou formato, ou se necessita de um intérprete, contacte-nos.

## The situation for Royston patients

Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) ran a consultation on the future of NHS 111 and GP Out of Hours services. The consultation ran from 19 December 2014 to 6 March 2015. At the time of the consultation patients in Wisbech and Royston were not involved in the procurement.

Patients at the Royston practices within Cambridgeshire and Peterborough CCG's area – Barley, Roysia Surgery and Royston Health Centre – are currently, and were going to be, provided with NHS 111 and GP Out of Hours services by East and North Hertfordshire CCG. We were working closely with East and North Hertfordshire CCG to keep informed of the timelines for any engagement or consultation around their procurement.

At the beginning of April the three Royston practices within our area approached Cambridgeshire and Peterborough CCG about joining the wider procurement, having seen a draft specification for the new service. They were interested in joining the Cambridgeshire and Peterborough CCG procurement.

The wider engagement process in Cambridgeshire and Peterborough had just finished and had not included patients from the Royston practices. This document is about asking the views of Royston patients.

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## What is NHS 111 and GP Out of Hours?

In an emergency situation patients can telephone 999 if they have a life threatening illness or injury. In an urgent, but non-life threatening, situation they can call NHS 111, 24 hours a day, 7 days a week. The call to both 999 and NHS 111 is free from a landline or a mobile phone.

The NHS 111 service is staffed by a team of highly trained advisers, supported by experienced clinicians including nurses and paramedics. On answering the call the adviser asks a series of initial questions to obtain the patient's contact information and registered GP practice. The adviser, using specialised software designed by senior doctors and consultants, then assesses the caller's and/or patient's symptoms.

The adviser will first ensure that the condition is not life threatening. If the condition is life threatening an ambulance will be sent. The adviser then gives the caller/patient the healthcare advice needed and will direct patients to the most appropriate local service for their condition. That is likely to be the GP Out of Hours service, a walk-in centre, Minor Injury Unit, Minor Illness and Injury Unit, an emergency dentist, a late-opening pharmacy, a community nurse or, in more serious cases, to the A&E department at the local hospital.

The NHS 111 service operates at various call centres across England and is a telephone based service. The centre for Cambridgeshire and Peterborough is based in the City Care Centre in Peterborough, to ensure that advisers have local knowledge of this area for patients.

Patients can contact the NHS 111 service at any time, even when GP practices are closed, for example in the evening 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, as above, then passed through to the most appropriate service, which in approximately 50% of cases is the GP Out of Hours service.

Depending on the symptoms, the GP Out of Hours service will call the patient back to give advice over the telephone, or give the patient an appointment to visit their nearest Out of Hours base to see a GP or nurse practitioner. In cases where a patient is too unwell to travel the GP Out Of Hours service can arrange a home visit to the patient.

**The GP Out of Hours service for Royston is currently based in Stevenage. If the Royston practices join the wider procurement the GP Out of Hours service base would be at Chesterton Medical Centre in Cambridge.**

For less serious illnesses or injuries the patient may be asked to attend a walk in centre.

The Cambridgeshire and Peterborough CCG service would be a fully integrated NHS 111 and GP Out of Hours service.

## Why an integrated service?

All calls will still be answered by advisers. After initial questions some of the calls answered by the NHS 111 service might be better discussed with a more experienced clinician, such as a GP. In this situation the call may be transferred to a GP working in the integrated service, or called back by a GP within the timeframe given by the adviser.

For a number of less serious cases, patients may be advised to call their GP practice within 24 or 48 hours, or to attend a walk in centre or dental access centre.

Some do not take this advice and present themselves at the nearest A&E department which creates a longer wait for the patient and is not the most suitable place to deal with their symptoms.

The NHS 111 service is staffed by trained call handlers and clinical advisers. A number of NHS 111 services across the country are proposing that the NHS 111 and the GP Out of Hours services are purchased as an integrated service, which will make the service more able to deal with more complex illnesses and advise appropriately. This is the approach being proposed for Cambridgeshire and Peterborough CCG. Currently in Royston the two services are operated by a single provider.

Currently, in Cambridgeshire and Peterborough around 45,000 patients per month use either NHS 111, call 999, or go to an open access service such as a Walk-in Centre, Minor Injury Unit, Minor Illness and Injury Unit or A&E department.

Estimates across the country vary, but around 30% of patients that self-present could be better advised if they called NHS 111 first. This is because NHS 111 will direct patients to the most appropriate service for their needs in the first place, know which services are open and will avoid inconvenience to patients who otherwise may not be attending the best place for their condition, first time.

## How can you have your say?

You can send your feedback to the CCG in many different ways:

- By completing the online survey at [www.cambridgeshireandpeterboroughccg.nhs.uk](http://www.cambridgeshireandpeterboroughccg.nhs.uk)
- By completing the short questionnaire attached to this document and returning it to:

Freepost Plus RSCR-GSGK-XSHK  
Engagement Team  
Cambridgeshire and Peterborough CCG  
Lockton House  
Clarendon Road  
Cambridge  
CB2 8FH

- or by email to: [CAPCCG.engagement@nhs.net](mailto:CAPCCG.engagement@nhs.net)

You can also:

- write to us with your views (at the address above)
- telephone us on 01223 725304
- email your views to [CAPCCG.engagement@nhs.net](mailto:CAPCCG.engagement@nhs.net)
- or you can attend the planned meeting to tell us what you think:

**The Old Bull Inn, Royston, Herts SG8 9AW**  
**Wednesday 17 June 2015**  
**6.30pm - 8pm**

All of the feedback received will be collated into a report for the CCG's Governing Body to consider before it makes any decisions on the future of the NHS 111 and GP Out of Hours services for Royston patients.

**The closing date for receipt of responses is 5pm on 3 July 2015.**

## Questions

There is a free text box for you to give us your views. Please do not give us any personal information that would allow you to be identified.

### 1. Have you used the NHS 111 service?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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### 2. Have you used the GP Out of Hours service?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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**3. Do you think integrating the NHS 111 and GP Out of Hours services, to become a service that can answer the NHS 111 call and also transfer you, book a call back or book an appointment for you at the Chesterton base, will be an improvement on the current services? The current service you receive for NHS 111 and GP Out of Hours is provided by the same provider, Herts Urgent Care**

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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**4. Are you happy to travel to Chesterton Medical Centre, 35 Union Lane, Cambridge, CB4 1PX, should you be told by NHS 111 that you need to see an Out of Hours GP?**

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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**5. Do you agree this is the right service for Royston patients?**

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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**6. If you have any other comments you would like to make please write them here.**

Finally, to understand who has given their views, we would like to collect some details.

Any information provided in this section will only be used by Cambridgeshire and Peterborough Clinical Commissioning Group for the purpose of understanding who has responded to this consultation.

**Can you tell us which of the following age bands you belong to?**

16-29 years		30-44 years		45-59 years		60-74 years		75+ years	
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**Are you....**

Male		Female	
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**Which of the following best describes your ethnic background?**

**White**

English, Welsh, Scottish, Northern Irish or British	
Irish	
Gypsy or Irish Traveller	
Any other White background	

**Mixed/multiple ethnic groups**

White and Black Caribbean	
White and Black African	
White and Asian	
Any other mixed/multiple ethnic background	

**Asian/Asian British**

Indian	
Pakistani	
Bangladeshi	
Chinese	
Any other Asian background	

**Black, African, Caribbean, Black British**

African	
Caribbean	
Any other Black, African, Caribbean background	

**Other Ethnic Group**

Arab	
Any other ethnic group	

Prefer not to say	
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**Finally, please could you tell us the first part of your postcode?**

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Thank you for taking the time to complete this questionnaire.

## Glossary

### **Cambridgeshire and Peterborough Clinical Commissioning Group (CCG)**

Cambridgeshire and Peterborough CCG is the organisation responsible for planning, organising and purchasing NHS-funded healthcare for residents. A CCG is clinically-led, meaning that decisions about local health services are made by local doctors and health professionals, alongside patients. Cambridgeshire and Peterborough CCG has a patient population of approximately 900,000 which has a diverse, ageing population with significant health inequalities. We manage a budget of around £890 million to spend on healthcare for the whole population of this area.

### **Commissioning**

Identifying health needs of local people, planning and purchasing health services which respond to their needs. CCGs are responsible for deciding what services their local residents need from the NHS and buy these services with public money from the most appropriate providers.

### **Emergency Department (ED) or Accident and Emergency (A&E)**

ED and A&E refers to the departments within hospitals that deal with seriously ill patients e.g. Road Traffic Accidents, Heart Attacks, Strokes etc. These are referred to as Emergency Departments or Accident and Emergency but are the same service.

### **GP Out of Hours Service**

Primary care (GP) services provided outside the normal opening hours of GP surgeries and is for medical conditions that cannot wait until normal GP services are open.

### **Local Commissioning Groups (LCGs)**

Cambridgeshire and Peterborough Clinical Commissioning Group is divided into Local Commissioning Groups to enable effective local commissioning of health services. LCGs are enabled and supported by the CCG to make local change happen and manage resources through delegated budgets. They report into the Governing Body of the CCG.

### **NHS 111**

A telephone service for patients who need help in an urgent, but non-life threatening, situation. It provides a signposting service so that patients reach the most appropriate service first time and is available 24/7, 365 days of the year.

### **Procurement**

The act of buying services, intended to promote fair and open competition for their business while minimising exposure to fraud and collusion.

### **Urgent Care**

Urgent Care is care that is needed when you have an illness or injury that does not appear to be life-threatening, but also cannot wait for a routine appointment.

### **Walk-In Centre (WIC) / Minor Injury Unit (MIU) / Minor Illness and Injury Unit (MIIU)**

A medical centre offering free and fast access to healthcare advice and treatment. Centres provide advice and treatment for minor injuries and illnesses and guidance on how to use NHS services.

### **'Walk in' services**

These are services that people can go to if they need urgent treatment, eg. Minor Injury Units, Walk in Centres, and A&E departments.

## Legal requirements

This engagement document has been drawn up in accordance with the following legal requirements and guidance:

### Section 14Z2 Health and Social Care Act 2012

#### 14Z2 Public involvement and consultation by clinical commissioning groups

(1) This section applies in relation to any health services which are, or are to be, provided pursuant to arrangements made by a clinical commissioning group in the exercise of its functions (“commissioning arrangements”).

(2) The clinical commissioning group must make arrangements to secure that individuals to whom the services are being or may be provided are involved (whether by being consulted or provided with information or in other ways)—

(a) in the planning of the commissioning arrangements by the group,

(b) in the development and consideration of proposals by the group for changes in the commissioning arrangements where the implementation of the proposals would have an impact on the manner in which the services are delivered to the individuals or the range of health services available to them, and

(c) in decisions of the group affecting the operation of the commissioning arrangements where the implementation of the decisions would (if made) have such an impact.

(3) The clinical commissioning group must include in its constitution—

(a) a description of the arrangements made by it under subsection (2), and

(b) a statement of the principles which it will follow in implementing those arrangements.

(4) The Board may publish guidance for clinical commissioning groups on the discharge of their functions under this section.

(5) A clinical commissioning group must have regard to any guidance published by the Board under subsection (4).

(6) The reference in subsection (2) (b) to the delivery of services is a reference to their delivery at the point when they are received by users.

For more on the Section 14Z2 Health and Social Care Act 2012 see <http://www.legislation.gov.uk/ukpga/2012/7/section/26/enacted>

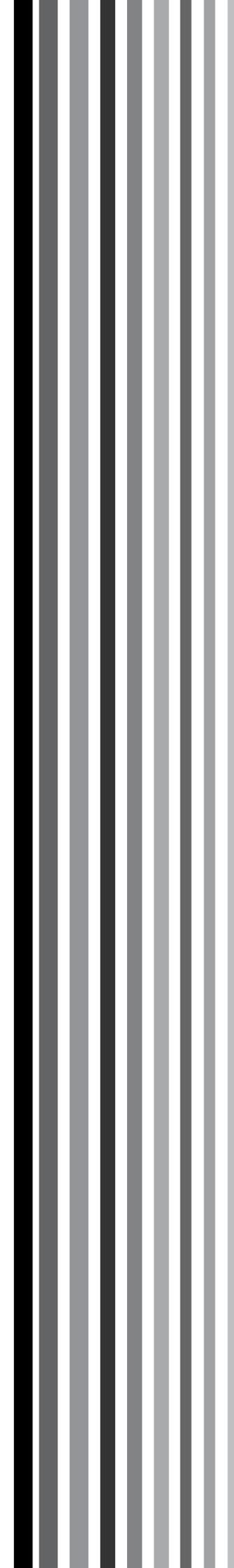
## Lansley Criteria for Significant Service Change

In May 2010, the Secretary of State for Health, Andrew Lansley, set four new tests that must be met before there can be any major changes to NHS Services:

1. Support from GP commissioners
2. Strengthened public and patient engagement
3. Clarity on the clinical evidence base
4. Consistency with current and prospective patient choice

## CCG Constitution

You can read more about the CCG's duties to engage and consult in section 5.2 of the CCG's Constitution <http://www.cambridgeshireandpeterboroughccg.nhs.uk/downloads/CPCT/Corporate%20documents/CCG%20Constitution.pdf>



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For more information about NHS Cambridgeshire and Peterborough  
Clinical Commissioning Group please:

Visit: [www.cambridgeshireandpeterboroughccg.nhs.uk](http://www.cambridgeshireandpeterboroughccg.nhs.uk)

Call: 01223 725304

Email: [CAPCCG.engagement@nhs.net](mailto:CAPCCG.engagement@nhs.net)