1.0 Introduction
   - National Picture
   - What is the PCT consulting on?

2.0 Current service provision

3.0 Options for Out of Hours Services
   - Common elements of both options: Communications Centre, Home Visiting Service and Patient Transport System
   - Option One
   - Option Two

4.0 Costs and Benefits of the options
   - Comparison of the two options

5.0 Current level of use of the Service

6.0 Development of Nursing services

7.0 Summary

Appendix One – Current MRHDOC arrangements for Out of Hours Services

Appendix Two – Consultation and Communication Plan
1.0 INTRODUCTION

As of December 2004, the responsibility for providing GP Out of Hours Services will transfer from GPs to PCTs. Under the new GP contract, GPs are able to choose to ‘opt out’ of working in the Out of Hours Service, and locally many GPs have taken up this option. The PCT must therefore provide the same range of services, but in a different way. The PCT does not have sufficient numbers of GPs available to retain the current model of service. As a result of this workforce issue it is necessary to reduce the number of Primary Care Centres we are able to provide within the PCT.

The PCT now has a limited number of options and a number of decisions to make. The main question being:

If the PCT is unable to maintain the current three centre service with local GPs providing home visiting, face to face consultations at the Primary Care Centres and telephone advice, what is the service model we can deliver that provides the same range of services? The purpose of this Consultation document is to consult on the two options that are now proposed for Out of Hours services.

National Picture

Out of Hours Services are being remodelled across the UK, following the implementation of the new GP contract. The direction is for PCTs to join together to provide out of hours services. As calls to out of hours GP services are low, it has been recognised nationally that populations of up to 250,000 can be served by 1 Primary Care Centre. The population of Melton, Rutland and Harborough is approximately 145,000.

With fewer GPs working out of hours, the development of specialist nurse roles to provide minor illness and minor injury care will be central to all services. These nurse roles will provide care for many patients requiring help in the future.

In line with this advice, the six Leicestershire and Rutland PCTs have agreed to work together to provide a joined up out of hours service.

What is the PCT Consulting on?

The PCT is asking for views from the public on the two options that are being considered to replace the existing service. This Consultation will take place over an 8 week period beginning on 4 August 2004 and ending on 30 September 2004.

There are a number of ways in which you can express a view on the options being proposed and further details are attached in Appendix Two.

- Option One is one Primary Care Centre at Rutland Memorial Hospital in Oakham, with one GP working there. It will be open from 6.30pm to midnight every night and all day on Saturdays, Sundays and Bank Holidays. It will be closed from midnight to 8am every night, when the Primary Care Centre service will be provided at neighbouring Centres.
• Option two is the same as above, but with an additional Primary Care Centre at Market Harborough District Hospital, staffed in the same way and open for the same times as the Oakham Primary Care Centre.

Melton Mowbray is not being considered as the site for a Primary Care Centre under either of the options. This is due to the relatively close location to Oakham (10 miles), and Loughborough or Leicester 24hr Primary care Centres and to the limited availability of GPs within the area to provide Out of Hours Services.

2.0 CURRENT SERVICE PROVISION

Currently GP Out Of Hours services are provided by MRHDOC; a Cooperative of local GPs covering the Melton, Rutland and Harborough area. The level of service they provide is attached as Appendix One.

In addition the PCT runs a nurse led Minor Injury Service at three community hospitals: Rutland Memorial Hospital in Oakham, The War Memorial Hospital in Melton, and the District Hospital in Market Harborough.

3.0 OPTIONS FOR OUT OF HOURS SERVICES

As we are unable to secure the workforce to retain the current model of service provision, we need to develop some alternative models. After lengthy debate and consideration the PCT Trust Board has agreed two possible models that are now out to consultation.

Common elements of both options

Melton, Rutland and Harborough is a widely dispersed rural area. In recognition of this, and the problems it presents for patients who do not have access to transport, or are unable to travel, the PCT has arranged for some new services to be available to patients. These services are available for both option one and option two.

The process for patients to get Out of Hours Services is the same for either option:

• The patient rings their GP surgery, which will have a message on their answering machine advising the patient of the number to ring at the Communications Centre. Alternatively patients can ring the Communications Centre directly, using a number we will publicise nearer the time.

• When you ring this telephone number you can speak to a receptionist, a nurse or a GP. They will either provide advice over the phone, advise you to see a GP at a Primary Care Centre or arrange for a GP to visit you at home.

• In order to enable patients to access the full range of services, the PCT has joined up with three Leicestershire wide services:
Leicestershire/Rutland Communications Centre

The PCT has agreed to join the Leicestershire wide Communications Centre for Out of Hours Services. This will provide call handling for all of the Leicestershire and Rutland PCTs. Ultimately this service will be linked to NHS Direct, allowing the centre to operate a 24 hour a day, single call access service to patients. It will co-ordinate access to a wide range of health and social services.

The Communications Centre will provide a GP/Nurse triage service. This means that when a patient phones the centre, they are able to speak to a Nurse or GP who will advise them over the phone, or recommend that the patient visits a GP at the Primary Care Centre or has a home visit, if they meet the criteria for this.

The Centre provides one central place that all patients can call during the Out of Hours period. Staff at the centre will know how to get the right services for patients that ring them.

GP Home Visiting Service

The PCT does not have sufficient numbers of GPs to cover the Primary Care Centres and provide a home visiting service, and has therefore joined the Leicestershire wide home visiting service. This provides GPs who are dispatched by the Communications Centre to do home visits with patients that are assessed as requiring one. To ensure the quality of the service is monitored, there are nationally determined standards that the home visiting GP service must meet.

Patient Transport Service

The necessary reduction in the number of Primary Care Centres from Three, to One or Two (see the section 'What is the PCT consulting on' above), means that some patients may have to travel to reach a Primary Care Centre. In recognition of this, the PCT has joined a Leicestershire/Rutland wide Patient Transport Service providing transport to and from Primary Care Centres. This service will be staffed by East Midlands Ambulance Service.

The PCT has committed to joining all of the Leicestershire wide services available to us. In doing so, the number of calls the local GPs will receive is reduced by 63%, as they will no longer need to provide telephone advice or home visits. The GPs in our local Primary Care Centres will purely provide a service to patients that are advised to come in for a face-to-face consultation.

With either of the PCT service options, the central services of the Communications Centre, Home Visiting Service and Patient Transport Service are available. We are consulting about the number of Primary Care Centres to be provided locally, in addition to these central services.
**Option One:**

Option One consists of all of the elements above – The Patient Transport Service, Home Visiting Service and Communications Centre. There will be only one Primary Care Centre and it will be based at Rutland Memorial Hospital in Oakham. There are a number of reasons for selecting Oakham as the Centre:

- It has a central location within the PCT, and provides a service for patients who live further away from other Primary Care Centres in the City, Loughborough or Lutterworth.
- It is relatively close to Melton, (approximately 10 miles) which will not have a Primary Care Centre. The building at Oakham provides modern and up to date facilities.
- There has been a strong commitment from GPs to work in the Primary Care Centre in Oakham.

The Primary Care Centre will be open at evenings, weekends and bank holidays, but not during the midnight to 8am period.

During the time that the centre is not open patients have a number of options should they require Out of Hours services:

- They have access to the Communications Centre throughout the night for telephone advice.
- They have access to the GP home visiting service throughout the night.
- There are other Primary Care Centres operating after midnight that patients can attend and the patient transport service can take them there, e.g. Loughborough and Leicester in Leicestershire. Additionally the PCT could commission this service from Kettering for the Market Harborough population.
- They can attend the Nurse led Minor Injuries Units at the War Memorial Hospital in Melton Mowbray, the Rutland Memorial Hospital in Oakham, or the District Hospital in Market Harborough. These operate 24 hours a day, seven days a week.

**Option Two:**

This option has all of the components of Option One, plus a second Primary Care Centre at the District Hospital in Market Harborough operating for the same time periods as the centre at Oakham. This would mean Market Harborough residents having an additional local centre, rather than visiting Lutterworth, Leicester or Kettering, where Primary Care Centres are provided. There is a strong commitment to work in the new service among Market Harborough GPs and we know we can cover the majority of shifts here with some locum support.

**4.0 COSTS AND BENEFITS OF THE OPTIONS**

The cost of providing option one is £2.1 million per year. This is allowed for within the PCTs financial plan although there is a shortfall of £250,000.
The additional cost of providing option two is estimated to be up to £200,000 per annum. The additional costs are due to the increased staffing required to run a second Primary Care Centre, and the costs associated with running a second building.

To put this into context, the difference of £200,000 between these models is equivalent to:

- 6 District Nurses, or:
- 35 Hip operations, or:
- 228 Cataract operations

In order to fund option two, savings would need to be made elsewhere in the health services locally.

**Comparison of the two options:**

Option One is clearly more affordable than option two. It also reduces the number of Primary Care Centres to a level that reflects the actual level of use of the service (see table below in section 5). Option Two provides an additional centre in the South of the County but will result in savings needing to be made elsewhere in the health services provided by the PCT.

Both options include all of the services of the Home Visiting, Patient Transport Service and Communications Centre.

**5.0 CURRENT USE OF THE SERVICE**

In reaching a decision about the number of local Primary Care Centres that should be provided, the number of patients that currently visit the Primary Care Centres for face-to-face visits should be considered. The following numbers are based on average annual activity levels per shift.
<table>
<thead>
<tr>
<th>Shift</th>
<th>Average Number of Patients Seen per shift across Melton and Oakham</th>
<th>Average number of patients seen per shift at Market Harborough</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day and Evening</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturday (12.00-24.00)</td>
<td>13</td>
<td>9</td>
</tr>
<tr>
<td>Sunday (08.00-24.00)</td>
<td>24</td>
<td>17</td>
</tr>
<tr>
<td>Weekday (18.30-24.00)</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>Midnight to 8am</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weekends (24.00-08.00)</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Weekday (24.00-08.00)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Bank holidays</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Day and Evening (08.00-24.00)</td>
<td>20</td>
<td>16</td>
</tr>
<tr>
<td>Red Eye (24.00-08.00)</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

(MRHDOC Average Activity)

So for example, on a typical weekday evening there are 7 patients seen at Oakham/Melton and a further 5 at Market Harborough. This makes a total of 12 patients seen on a typical weekday evening between 6.30pm and midnight.

In considering this level of use, it is clear that:

- From midnight to 8am, the average number of visits to the Primary Care Centres across the whole PCT is 0-2 across the whole PCT. This level of use is the reason the PCT will not be having GPs based at Primary Care Centres from midnight to 8am.
- During weekday evenings, the level of use across the PCT is 7-12 visits. This suggests that 1 Primary Care Centre would be sufficient to adequately offer an appropriate service.
- While there is an increase in the number of patients attending a Primary Care Centre on Saturdays and Sundays, the staffing levels will reflect this regardless of the option chosen.

### 6.0 DEVELOPMENT OF NURSING SERVICES

The PCT is committed to the further development of the role of Specialist Nurses in both the Out of Hours Service and the Minor Injuries Units. To that end, the PCT has made an allowance in the Out of Hours budget for funding to train Nurses over the next twelve months so that they are able to help deliver the Out of Hours Service in subsequent years.
The Minor Injuries Units at Melton, Oakham and Market Harborough will continue to operate 24 hours a day. There are plans to enhance the skills and experience of the Nurses working there and some of them are already undertaking further training that will allow a wider range of injuries to be dealt with locally at the MIU’s.

7.0 SUMMARY

In Summary, many GPs within the PCT have taken the option of not working Out of Hours. The PCT therefore needs to provide the same range of services but in a different way. We have to reduce the number of Primary Care Centres provided within the PCT. The question is whether to have one or two Primary Care Centres. In making this decision, the level of use of the service must be considered.

In order to address some of the issues that will arise with a reduction in the number of Primary Care Centres, the PCT has entered into partnerships with the other Leicestershire PCTs to enable patients to access their Primary Care Centres. The PCT has also joined with the Leicestershire wide Home Visiting Service and Patient Transport system to ensure a fully comprehensive service is provided to patients.

You are being asked to provide a view on:

- The number of Primary Care Centres to be provided. Should the PCT go for option one – One Primary Care Centre based at Rutland Memorial Hospital in Oakham, or option two – One Primary Care Centre in Oakham and a second Primary Care Centre in Market Harborough at the District Hospital

The option chosen will be reviewed after the first twelve months.

There are a number of ways in which you can express a view. These are attached in Appendix Two – Plan for Consultation and Communication.
Appendix 1 - Current MRHDOC arrangements for Out of Hours Services

**Weekday evenings:**

<table>
<thead>
<tr>
<th>Time</th>
<th>GPs</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.30pm-midnight</td>
<td>3</td>
<td>GPs (Melton, Rutland and Harborough)</td>
</tr>
<tr>
<td>Midnight-8am (red eye)</td>
<td>1</td>
<td>1 GP in Melton and 1 GP in Market Harborough</td>
</tr>
</tbody>
</table>

**Weekends:**

<table>
<thead>
<tr>
<th>Time</th>
<th>GPs</th>
<th>Details</th>
</tr>
</thead>
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<tr>
<td>Saturdays midday-6pm</td>
<td>3</td>
<td>GPs</td>
</tr>
<tr>
<td>Saturdays 6pm-midnight</td>
<td>3</td>
<td>GPs</td>
</tr>
<tr>
<td>Saturdays midnight-8am</td>
<td>2</td>
<td>GPs</td>
</tr>
<tr>
<td>Sundays 8am-3pm</td>
<td>3</td>
<td>GPs</td>
</tr>
<tr>
<td>Sundays 3pm-midnight</td>
<td>3</td>
<td>GPs</td>
</tr>
<tr>
<td>Midnight-8am (red eye)</td>
<td>2</td>
<td>GPs</td>
</tr>
</tbody>
</table>

**Bank holidays:**

<table>
<thead>
<tr>
<th>Time</th>
<th>GPs</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>8am-3pm</td>
<td>3</td>
<td>GPs</td>
</tr>
<tr>
<td>3pm-midnight</td>
<td>3</td>
<td>GPs</td>
</tr>
<tr>
<td>Midnight-8am (red eye)</td>
<td>2</td>
<td>GPs</td>
</tr>
<tr>
<td>Extra input 9am-1pm</td>
<td>1</td>
<td>1 GP doing triage</td>
</tr>
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</table>

**Notes on current provision:**

There are three Primary Care Centres. One in Melton Mowbray at St. Mary’s Hospital, one at Rutland Memorial Hospital in Oakham and one at the District Hospital in Market Harborough.

At red eye periods (midnight to 8am) Rutland does not have a GP at its Primary Care Centre but Melton Mowbray and Market Harborough do.

GPs work in the Primary Care Centres and do home visits and call triage.
**APPENDIX TWO – CONSULTATION AND COMMUNICATION PLAN**

We are keen to involve and consult as many people as possible about our proposal for GP Out of Hours Services. We will be doing this by publicising our proposals and seeking people’s views by carrying out a questionnaire and holding discussions with local people, staff and partner agencies. The following is a plan of how we intend to do this.

<table>
<thead>
<tr>
<th>AUDIENCE</th>
<th>• Local People</th>
<th>• Staff</th>
<th>• Partners</th>
<th>• Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>INFORMATION SENT</td>
<td>WHO TO/WITH</td>
<td>WHO BY</td>
<td>WHEN</td>
<td></td>
</tr>
<tr>
<td>Press Release, Full Consultation Document and Summary Document sent electronically</td>
<td>• Leics Mercury • H’boro Mail • Rutland Mercury • Rutland Times • Melton Times • Syston Grapevine • Leics Radio • Rutland Radio • All GP Practices and Practice Managers • Leads for Out of Hours at Charnwood &amp; NW Leics PCT • Chief Executives in other PCT’s • Chief Executives in other NHS Trusts • Chief executive LNR Strategic Health Authority • MP’s - includes covering letter from L Proctor • The Patient &amp; Public Involvement Forum (PPIF) • Lead Strategic Partnership Members: - Melton - Harborough - Rutland - Charnwood • Overview and Scrutiny Committees • Health Forum Members • Operational Board Members • PERA Office Staff</td>
<td>Jo Cooper</td>
<td>4 August 2004</td>
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<td></td>
<td></td>
<td>Claire Saul</td>
<td>5 August 2004</td>
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<td>Jo Cooper</td>
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<td>6 August 2004</td>
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<td>6 August 2004</td>
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<td>Claire Saul</td>
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<td>Information posted on-line: <a href="http://www.harboroughonline.co.uk">www.harboroughonline.co.uk</a> <a href="http://www.meltononline.co.uk">www.meltononline.co.uk</a> <a href="http://www.rutnet.co.uk">www.rutnet.co.uk</a></td>
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<td>4 August 2004</td>
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<td>Copies sent to CVS in Rutland, Harborough and Melton for distribution to all voluntary groups</td>
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<td>• Local Libraries</td>
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<td>• CVS Premises</td>
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<td><strong>PRESENTATIONS</strong></td>
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<td><strong>Presentation/question and answer session</strong></td>
<td>Open Meeting</td>
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<td>Locality Meetings for staff</td>
<td>Claire Saul/ Louise Proctor</td>
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<td></td>
<td>Meeting for GPs</td>
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<tr>
<td><strong>Agenda item for discussion</strong></td>
<td>LSP Meetings: Melton</td>
<td>Kate Allen</td>
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<td></td>
<td>Harborough</td>
<td>Trish Crowson</td>
<td>21 September 2004</td>
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<tr>
<td></td>
<td>Rutland</td>
<td></td>
<td>07 September 2004</td>
<td></td>
</tr>
</tbody>
</table>
HOW YOU CAN PROVIDE YOUR VIEWS

As a PCT we are asking as many people as possible for their views and we are doing this by:

- Telling people what is happening through the local newspapers, radio and other newsletters

- Asking people to complete the attached questionnaire. This questionnaire is also available online at
  - www.harboroughonline.co.uk
  - www.meltononline.co.uk
  - www.rutnet.co.uk
  - and additional copies are available from the PCT Headquarters on 01664 855518

- Talking to local people in a variety of different ways. We will be holding an open meeting in Market Harborough, Melton Mowbray, Oakham, and Syston, so that you can find out more and ask questions. The dates of these meetings will be advertised in the local papers shortly.

- You can also tell us your views by contacting the Patient Advice and Liaison Service (PALS) no later than 30 September 2004.
  - Telephone – 01664 855017
  - Email – pals@mrhpct.nhs.uk
  - In writing to: Melton, Rutland and Harborough PCT
    FREEPOST NAT18114
    Melton Mowbray
    LE13 OBR

DO YOU NEED FURTHER INFORMATION?

If you would like further information or have any questions about these changes you can contact Claire Saul Development Manager by:

- Telephone – 01664 855590
- E-mail – claire.saul@mrhpct.nhs.uk
- In writing to: Claire Saul
  Melton, Rutland and Harborough PCT
  St Mary’s Hospital
  Melton Mowbray
  LE13 1SJ

WHAT WILL WE DO WITH YOUR VIEWS?

A summary of your views will be provided to the Trust Board before they meet in October 2004 to make a decision about Out of Hours Services.
HOW WILL WE PROVIDE FEEDBACK?

We will provide a summary of your views and how we have responded to them in

- Local newspapers (Harborough Mail, Leicester Mercury, Melton Times, Rutland Mercury, Rutland Times, and Syston Grapevine )
- Council for Voluntary Service Newsletters.
- Staff newsletters

We will also post this information on

- www.harboroughonline.co.uk
- www.rutnet.co.uk
- www.meltononline.co.uk

We can also provide an individual copy on request if you provide us with your contact details on the questionnaire.

DO YOU NEED THIS INFORMATION IN A DIFFERENT FORMAT?

If you need this information in a different format e.g. Braille, disk, large print, audio cassette and in other languages this can be arranged by contacting PALS (contact details are above)
Melton, Rutland and Harborough Primary Care Trust

Involving and Consulting with People about GP Out of Hours Services

These questions can be completed individually or on behalf of a group of people.

Please let us know your views by 30 September 2004.

**Q1.** Having considered the information on both options which one do you think the PCT should support? Please tick

- [ ] **Option 1** – A Primary Care Centre in Oakham (in additional to the ones in Leicester, Loughborough, Lutterworth and Kettering)

- [ ] **Option 2** – A Primary Care Centre in both Oakham and Market Harborough (in addition to the ones in Leicester, Loughborough, Lutterworth and Kettering)

**Q2.** Please tell us why

**Q3.** Are there any additional comments you would like to make?

**Q4.** We will be providing more information about the GP Out of Hours service and the Minor Injury Units in the autumn. Please tell us what types of information you need to help you make best use of these services?

PLEASE TURN OVER
Q5. **About You**

We would find it very useful to know who has responded to this questionnaire so we can be sure we have received views from a wide range of people. Your comments will still be considered if you choose not to fill in this section.

Q5a) **Did you fill this questionnaire in as an individual or on behalf of a group?** Please tick

- As individual [ ]
- On behalf of a group [ ]

If you filled this in on behalf of a group please tell us the name of your group.

Q5b) **Which age band/age bands do you or your group belong to?** Please tick

- 0-15 [ ]
- 16-24 [ ]
- 25-34 [ ]
- 35-44 [ ]
- 45-54 [ ]
- 55-64 [ ]
- 65-74 [ ]
- 75-84 [ ]
- 85 and over [ ]

Q5c) **Which area do you/your group live in?** Please name the town or village.

Thank you very much for taking the time to complete this questionnaire. Please return to:

**Melton, Rutland and Harborough PCT**
FREEPOST NAT18114
Melton Mowbray
LE13 0BR

**Feedback**

We will provide a summary of these results and how we have responded to your views in October/November 2004. This will be publicised widely. However if you would like your own individual copy of this summary please complete your details below:

Your Name

Your Contact Address or E-mail address