‘Tell us Your Views’

Consultation on Developing the Out of Hours Service

Consultation begins on 23 August 2005 and ends on 15 November 2005

This consultation is being carried out in conjunction with the Patient and Public Involvement Forum for Melton, Rutland and Harborough.
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Introduction</td>
<td>1</td>
</tr>
<tr>
<td><strong>2</strong> Background</td>
<td>2</td>
</tr>
<tr>
<td><strong>3</strong> Review of the Service from December 2004 to July 2005</td>
<td>4</td>
</tr>
<tr>
<td><strong>4</strong> Proposals for Developing the Service</td>
<td>5</td>
</tr>
<tr>
<td><strong>5</strong> How You Can Provide Your Views</td>
<td>9</td>
</tr>
<tr>
<td><strong>6</strong> More Information and Further Copies</td>
<td>10</td>
</tr>
<tr>
<td><strong>7</strong> Feedback</td>
<td>10</td>
</tr>
<tr>
<td><strong>8</strong> Table Showing Out of Hours Development Proposals</td>
<td>12</td>
</tr>
</tbody>
</table>
1 INTRODUCTION

This document summarises the proposals for developing the Out Of Hours Service provided by Melton, Rutland and Harborough Primary Care Trust (PCT). The aim of these proposals is to increase the role of specialist nurses in managing minor injury and minor illness in Minor Injury Units whilst seeking to make best use of GP skills within the larger Urgent Care Centres.

It contains information on

- the background to why these developments are being proposed
- how these proposals and recommendations differ from the current service
- how these changes will affect patients at different times
- how you can tell us what you think about these proposals

A 12-week period of consultation on these proposals begins on 23 August 2005 and ends on 15 November 2005. This document will be circulated widely to inform people about these proposals and seek their views. There will be a series of public meetings for people to ask questions and further information can be obtained by contacting the PCT’s Patient Advice and Liaison Service (PALS).
Information obtained during the consultation process will be presented to the PCT Trust Board at its meeting on 17 November 2005. As timescales between the end of the consultation period and the Trust Board meeting are short, information obtained during the consultation period will be analysed as it is received and a report will be prepared for the Trust Board in advance of their meeting. Any additional information that is received from this date will be presented in the form of an update to the Trust Board at its meeting on 17 November 2005 so that all comments and views are captured. After considering all of the views, comments and feedback obtained the Trust Board will make a decision on the way forward.

2 BACKGROUND

In December 2004 the responsibility for providing Out of Hours Services for our local population transferred from GPs to Melton, Rutland and Harborough PCT. As the national direction was for PCTs to amalgamate in providing Out of Hours Services, the six PCTs in Leicestershire and Rutland joined together to provide a Leicestershire and Rutland wide service.

The new arrangements included the provision of a Communications Centre, Urgent Care Centres, a GP Home Visiting Service, and a Patient Transport Service. Prior to the new service being set up the PCT carried out public consultation on the number of Urgent Care Centres to be provided locally. These Urgent Care Centres were in addition to those in Leicestershire (Leicester, Loughborough, Lutterworth) and in
surrounding areas including Grantham, Kettering, Nottingham, Peterborough and Stamford.

Two options were considered. Option 1 provided for one Urgent Care Centre in Oakham. Option 2 provided two Urgent Care Centres - one in Market Harborough and one in Oakham.

At the time it was recognised that Option 1 was more affordable whilst Option 2 would stretch the PCT financially.

The results of the consultation showed that the public were strongly in favour of having two Urgent Care Centres locally – one in Market Harborough and one in Oakham. The PCT therefore took the decision to provide these two centres but agreed to undertake a planned review of the service during its first year of operation.

In providing Out of Hours Services the PCT has always been firmly committed to further developing the role of specialist nurses in our three Minor Injury Units (MIUs). These are located within Market Harborough District Hospital in Market Harborough, the Melton War Memorial Hospital in Melton Mowbray and Rutland Memorial Hospital in Oakham. In recent years additional funding has been made available to create new posts and provide specialist training in minor injury and minor illness for nursing staff working within these units so that in the future they would be able to help provide Out of Hours Services.
The activity and performance of the two Urgent Care Centres, located locally in Market Harborough and Oakham, has been regularly reviewed by the PCT Trust Board.

In May 2005, the Board recorded particular concern at the relatively low numbers of patients being seen in these two centres. In each centre, on weekday evenings between the hours of 6.30pm and 12 midnight, GPs are seeing less than 4 patients per evening compared with the twenty-two patients they could see during these hours.

As a result of seeing such small numbers of patients the cost of providing these services on a weekday evening is high. The current cost is £266 per patient which is four times higher than the basic cost of seeing a patient in an Accident and Emergency Unit (A&E).

The numbers of patients being seen within each of these centres on Saturday, Sundays and Bank holidays is also lower than is desirable with GPs seeing on average 30 patients per day between 8am and 12 midnight compared with up to 64 patients they could see during these hours.

The review undertaken showed that at least 50% of patients visiting the Urgent Care Centres in Oakham and Market Harborough could be seen by a specialist nurse qualified in providing minor injuries and minor illness care instead of a GP.
The activity of the GP Home Visiting Service has also been reviewed and it is in a position to respond quickly when a face-to-face consultation is required. A home visit by a GP is currently provided within one hour for a primary care emergency, within two hours when an urgent visit is required and within six hours for a routine visit.

All of this information was presented to the PCT Trust Board in July 2005 and they recommended a three-month period of public consultation on the following proposed developments.

4 PROPOSALS FOR DEVELOPING THE SERVICE

The table on the back page of this document shows how the service is currently being provided and how it would be developed in the future if these proposals are accepted.

The Out of Hours Service is provided between 6.30pm and 8.00am Monday to Friday and all day at weekends and bank holidays. When you telephone the Communication Centre on 0845 045 0411 a specially trained call handler will ask you for information about you or the patient if you are calling on their behalf. This includes name, address, date of birth and telephone number. The call handler will also ask a small number of questions about the symptoms to identify the urgency of the situation. A GP will call you back (within 20 minutes for urgent cases and within one hour for less urgent cases) to decide the most appropriate treatment.
This could include:

- Giving advice to treat the problem at home
- Advising an urgent appointment with your GP practice when it opens
- Being seen by a nurse at a Minor Injury Unit for the treatment of a minor injury or minor illness
- Being seen by a GP at an Urgent Care Centre for a more serious complaint
- Being seen by a GP at home
- Advising you to seek more urgent help

In developing Out Of Hours services the PCT continues to be committed to further developing nurse led minor injury/minor illness services within the Minor Injury Units in Market Harborough, Melton Mowbray and Oakham. These units currently provide treatment for minor injury but, from September 2006, when nursing staff have completed specialist training they will also be able to deliver a full range of minor illness services. Once this specialist training of nurses has been achieved these units will be led by nurses. These nurses will be trained and competent to deal with over half of problems that arise. However, they will still have the option of seeking medical advice if necessary, in a similar way to that which has been operating successfully within these units since December 2004. Developing services in this way would be more clinically effective and result in more efficient use of resources.

There will also be a move towards concentrating the services provided by Urgent Care Centres within the larger ones in Leicester and Loughborough as well as extending the use of those in Grantham, Kettering,
Nottingham, Peterborough and Stamford so that patients can access these other centres. These larger units are better staffed and equipped and as such can provide a more comprehensive range of Out of Hours services.

In order to achieve this it is proposed that GP cover will continue to be provided in the Urgent Care Centres in Market Harborough and Oakham on Saturdays, Sundays and Bank holidays (when it is known that the numbers of patients being seen is higher) until the Minor Injury/Minor Illness Units locally are able to be fully led by specialist nurses. GP cover within these Urgent Care Centres will be provided up until this time to enhance the development of skills and provide further training and support for the nursing staff working in these units.

Although there is no Urgent Care Centre in Melton Mowbray, nursing staff within the Minor Injury Unit at the Melton War Memorial Hospital will also be able to benefit from this training and support provided by local GPs whilst they are undergoing their specialist training.

As the numbers of patients being seen on week day evenings in both Oakham and Market Harborough Urgent Care Centres are low and the associated costs are high, it is proposed that GP cover will no longer be provided on weekday evenings from early 2006. Patients who need to be seen by a doctor will either be directed to their nearest Urgent Care Centre in Leicester, Loughborough, Grantham, Kettering, Nottingham, Peterborough or Stamford or will be provided with a home visit by the GP Home Visiting Service when it is clinically appropriate. For those
patients who do not have access to transport, ambulance patient transport can be arranged.

We would like to know what you think about the proposal to further develop the role of Specialist Nurses in minor injuries and minor illnesses within Minor Injury Units in Market Harborough, Melton Mowbray and Oakham so that by September 2006 they will be able to deliver a full range of minor injury and minor illness services.

We also welcome views on the proposal to concentrate the services provided by Urgent Care Centres within the larger ones in Leicester and Loughborough as well as extending the use of those in Grantham, Kettering, Nottingham, Peterborough and Stamford so that patients can access these other centres. These larger units are better staffed and equipped and as such can provide a more comprehensive range of Out of Hours services.
5 HOW YOU CAN PROVIDE YOUR VIEWS

We welcome views about these proposals up until the 15 November 2005. You can provide your views by

- Completing the response form attached or writing to the PCT using Freepost (no stamp needed)
  Melton, Rutland and Harborough PCT
  FREEPOST NAT18114
  Melton Mowbray
  LE13 0BR

- Contacting the Patient Advice and Liaison Service (PALS) by e-mailing pals@mrhpct.nhs.uk or telephoning 01664 855017

- Completing the response form on line at www.mrh.nhs.uk

- Attending a public meeting. We will be holding open meetings 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 and will be posted on our website.

- Contacting The Patient and Public Involvement Forum for Melton, Rutland and Harborough. The Patient and Public Involvement Forum for Melton, Rutland and Harborough is an independent statutory body made up of local people who monitor and review local health services provided by Melton, Rutland and Harborough PCT. They make reports and recommendations to the PCT about the services,
provided based on the views of the public and patients. They may refer relevant matters to higher authorities (i.e. The Strategic Health Authority and the Local Overview and Scrutiny Committee). You can contact them by

- writing to The Forum Support Organisation, Leicestershire and Rutland Office, Threadneedle House, 27 Copdale Road, Leicester LE5 4FG
- emailing leicestershire@patientsforum.org
- telephoning 0116 273 6506

6 MORE INFORMATION AND FURTHER COPIES

If you need further information or you require this information in a different format e.g. large print, Braille, audio cassette or in another language please contact PALS.

Further copies of this document are also available from PALS or you can visit the PCT’s web site at www.mrh.nhs.uk to download a copy.

7 FEEDBACK

The views, comments and feedback obtained during the consultation period will be presented to the Trust Board at its meeting on 17 November 2005 for a decision to be made about developments to Out of Hours services.
Trust Board meetings are held in public and the agenda and papers are published in advance. If you would like to see the paper which will be discussed by the Trust Board you can visit our website at www.mrh.nhs.uk or contact PALS to request a copy.

We will provide a summary of your views and the decisions taken by the Trust Board through:

- Press releases to the principal local press and broadcast media
- Posting regular updates on the PCT’s web site www.mrh.nhs.uk
- MRH PCT staff newsletters
### TABLE SHOWING OUT OF HOURS DEVELOPMENT PROPOSALS

<table>
<thead>
<tr>
<th>CURRENT POSITION</th>
<th>DEVELOPMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication Centre</strong>&lt;br&gt;Open between 6.30pm and 8.00am Monday to Friday and all day at weekends and bank holidays <strong>Tel 0845 045 0411</strong>. When you telephone a specially trained call handler will ask you for information about the symptoms to identify the urgency of the situation. A GP will call you back (within 20 minutes for urgent cases and within one hour for less urgent cases) to decide the most appropriate treatment.</td>
<td>No change</td>
</tr>
<tr>
<td><strong>Minor Injury Units in MRH PCT</strong>&lt;br&gt;Minor Injury Units are staffed by specialist nurses and can treat cuts, grazes, minor fractures and worsening existing conditions including asthma, diabetes, and respiratory and breathing problems. They can also provide treatment for conjunctivitis, ear infection, throat infection, high temperature, bumps and foreign bodies in children (i.e. bead up nose/in ear). There are Minor Injuries Units at Market Harborough District Hospital in Market Harborough, the War Memorial Hospital in Melton, Mowbray and Rutland Memorial Hospital in Oakham.</td>
<td>Further develop the role of specialist nurses in minor injury and minor illness so that by September 2006 these units will be able to provide treatment for both minor injury and minor illness.</td>
</tr>
</tbody>
</table>
### Urgent Care Centres in MRH PCT

Urgent Care Centres are staffed by GPs and treat more serious complaints requiring the patient to be seen by GP.

Within MRH PCT these are in Market Harborough District Hospital and Rutland Memorial Hospital in Oakham and provide GP cover during weekday evenings, weekends and bank holidays.

Early in 2006 GP cover will only be provided at weekends and Bank Holidays. From September 2006 when the Minor Injury Units in MRH PCT are led by nurses able to provide both minor injury and minor illness services the services delivered by Urgent Care Centres will be concentrated in the larger units around the PCT area.

### Urgent Care Centres around the PCT area

These centres are staffed by GPs and treat more serious complaints requiring the patient to be seen by a GP.

These are in Leicester, Nottingham, Loughborough, Lutterworth, Kettering, Grantham, Peterborough and Stamford.

Services will be concentrated in these larger Urgent Care Centres as these units are better staffed and equipped and as such can provide a comprehensive range of Out of Hours services.

### Patient Transport

For those patients who do not have access to transport, ambulance patient transport can be arranged.

No Change

### Home Visiting Service

Home visits are offered when it is the best medical option for the patient. A home visit by a GP is currently provided within one hour for a primary care emergency, within two hours when an urgent visit is required and within six hours for a routine visit.

No Change