



integrated working

GOVERNING BODY

Agenda Item No.	10
Reference No.	WSSCG 19-63
Date.	27 November 2019

Title	Integrated Front Door Model at West Suffolk NHS Foundation Trust	
Lead Director	Richard Watson, Director of Strategy and Transformation	
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Purpose	To consider extension and revision of the GP streaming service.	
Applicable CCG Priorities		
1.	Develop clinical leadership	
2.	Demonstrate excellence in patient experience & patient engagement	X
3.	Improve the health & care of older people	X
4.	Improve access to mental health services	
5.	Improve health & wellbeing through partnership working	X
6.	Deliver financial sustainability through quality improvement	
Action required by Governing Body:		
To endorse a decision taken by the Commissioning Governance Committee.		

1. Purpose

- 1.1 The purpose of this paper is to seek approval of the proposed new front door model at West Suffolk NHS Foundation Trust (WSFT) due to commence on the 1 November 2019. A number of meetings took place with representatives from WSFT, the GP Federation and CCG to agree the detail of the model including who would provide the service. The final financial discussions occurred between the CCG and the GP Federation once the final model was approved by the Integrated Care Board in West Suffolk.

2. Key points

2.1 Model

The new model is a shift to a different way of working, it brings together minor illness and minor injuries resulting in the majority of urgent care attendances being assessed and managed away from Emergency Care. The model builds on the expertise of primary care clinicians with access to diagnostics and the ability to link back out to community and General Practice.

The front door clinicians will include GPs and Emergency Nurse Practitioners (ENPs) working as part of a single team. The provision of the front door team has been matched to predicted demand and working towards guaranteed clinical cover throughout operating times. The new model will see a move away from the use of protocols and algorithms with support for the front door team to use their clinical judgement.

The service will be provided from Saturday – Monday inclusive from 0900 – 2100 and on Tuesday – Friday inclusive from 1600 – 2100 to support demand at the front door. A single clinician will cover the each shift. The provision of the front door team will have guaranteed cover at these times from the 1st February 2020.

It is recognised that this model will continue to evolve over time particularly as plans for the new ED build begin to take shape. In the meantime, this model is a positive initial step in moving towards a new way of working in partnership between WSFT and the GP Federation.

2.2 Workforce

The GP Federation will continue to provide the clinicians to support this new way of working.

The front door clinicians will be supported by two streaming nurses instead of the single nurse currently in place. An expected outcome of this model is that there will be an increase in the number of patients seen by the front door team compared to the current streaming model as a consequence it will have a more integrated and flexible operational and clinical model.

Whilst it is not possible to make an immediate switch to the new front door model by 1 November, the GP Federation and WSFT will work together to explore what steps can be taken in the meantime to improve shift cover until the 1 February 2020.

2.3 Technology

The GP Federation currently use the Community Module of SystemOne but are exploring utilising the Urgent Care module, which could be more suitable to support the requirements of ED reporting and the development of the streaming service going forward. The use of SystemOne will ensure clinicians have access to Primary Care patient records.

2.4 *Costings*

The proposed model as set out in section 2.1 = 849 appointments per month / 196 per week and costs £38,972 per month.

The cost to extend the contract is £662,525 for 17 months. This is a reduction in the current models costs by approximately £8,000 a month. (Current Model - Saturday – Sunday inclusive from 0900 – 2100. Monday – Friday inclusive from 1100 – 2100)

2.5 *Contract*

The contract extension will be until the 31 March 2021.

3. **Recommendation**

- 3.1 Via a virtual meeting held from 12-15 November 2019, the CCG's Commissioning Governance Committee approved the contract extension, subject to, the Committee receiving an evaluation of the new model during the summer of 2020.
- 3.2 The Governing Body is subsequently asked to endorse the decision made by the Commissioning Governance Committee to extend the current GP streaming contract by 17 months.