



## **Expression of Interest** v1.1

**Out of Area Registration:  
In Hours Urgent Primary Medical Care (Including  
Home Visits) Enhanced Service**



## Expression of Interest

### 1. Requirements

This enhanced service has been designed to support the out of area patient registration arrangements that were introduced on 5<sup>th</sup> January 2015 to extend choice of GP practice. GP practices have always had the ability register patients who live out of area but with no difference to any other permanent registration (e.g. including requirements to provide home visits). Such discretion remains for GP practices alongside the new arrangements.

It seeks to secure access to local GP practices for patients living in the practice area but who are registered with a practice away from home without access to home visits, if they cannot be reasonably expected to attend their registered practice. This will be in periods when urgent care is required, and where the patients' medical condition is such that it would be clinically inappropriate for the patient to go to their registered practice.

This specification puts into place arrangements to deliver these services on a Wolverhampton wide basis. It will ensure that access is provided to a local provider for an urgent consultation with a GP or other health care professional when it is not clinically appropriate for the patient to attend their registered practice. This will include home visits where necessary.

### 2. Remuneration

Payment under this enhanced service for each consultation at the practice (excluding home visits but may include telephone/skype consultations.) is **£15.87 per GP (or other healthcare professional as appropriate) consultation.**

The payment for a home visit under this enhanced service is **£60 per home visit.**

### 3. Evaluation of bids

In the event of the receipt of multiple bids from Practices the CCG reserves the right to hold a quality based evaluation and selection process.

#### **4. Closing date**

Expressions of Interest are invited for this requirement and to be returned to [jo.reynolds2@nhs.net](mailto:jo.reynolds2@nhs.net) no later than **Friday 23<sup>rd</sup> March 2018**.

If you require further information, please contact Jo Reynolds, Primary Care Development Manager on 01902 442579

## SCHEDULE 2 – THE SERVICES

### A. Service Specifications

|                                  |  |
|----------------------------------|--|
| <b>Service Specification No.</b> |  |
| <b>Service</b>                   | <b>Out Of Area Registration:<br/>In Hours Urgent Primary Medical Care (Including Home Visits) Enhanced Service</b> |
| <b>Commissioner Lead</b>         |  |
| <b>Provider Lead</b>             |  |
| <b>Period</b>                    | <b>1<sup>st</sup> May 2018- 30<sup>th</sup> April 2019</b>   |
| <b>Date of Review</b>            | <b>January 2019</b>  |

#### **1 Introduction**

1.1 This enhanced service has been designed to support the out of area patient registration arrangements that were introduced on 5<sup>th</sup> January 2015 to extend choice of GP practice. GP practices have always had the ability register patients who live out of area but with no difference to any other permanent registration (e.g. including requirements to provide home visits). Such discretion remains for GP practices alongside the new arrangements.

1.2 It seeks to secure access to local GP practices for patients living in the practice area but who are registered with a practice away from home without access to home visits, if they cannot be reasonably expected to attend their registered practice. This will be in periods when urgent care is required, and where the patients' medical condition is such that it would be clinically inappropriate for the patient to go to their registered practice.

1.3 This specification puts into place arrangements to deliver these services on a Wolverhampton wide basis. It will ensure that access is provided to a local provider for an urgent consultation with a GP or other health care professional when it is not clinically appropriate for the patient to attend their registered practice. This will include home visits where necessary.

#### **2 Purpose**

2.1 This enhanced service specification aims to secure the delivery of care to patients who are registered with a GP practice away from home under the new arrangements (out of area registered without home visiting duties) and who require urgent care and cannot

reasonably be expected to attend their registered practice on clinical grounds (i.e. in general this would not be expected to apply to patients who live in close proximity to but outside their practice area).

2.2 The service will provide urgent and local care, as deemed clinically necessary by the appointed GP practice, for such patients living in the appointed practice's boundary area, as follows:

2.2.1 Access to essential primary medical care services for patients who fall ill at home during the weekday in hours period (8.00am to 6.30pm; Monday to Friday, excluding bank holidays) or who are recovering at home after a period of hospitalisation; and,

2.2.2 Home visits (where clinically required).

2.3 GP practices choosing to participate in this enhanced service will be required to ensure secure and robust processes are in place to communicate details of the care provided under this enhanced service to the patient's registered practice.

### **3 Requirements**

3.1 Practices must ensure that information about access to their services for patients who are registered with out of area practices are provided to NHS 111 for recording on the Directory of Services in order for patients to be directed to their service as and when required. Practices will hold responsibility for ensuring the DOS is up to date at all times.

3.2 The practice must ensure that they have mechanisms in place to provide services to patients who are resident in Wolverhampton but who are registered with an out of area practice.

3.3 Access for those who fall ill at home during the in hours period (8.00am to 6.30pm; Monday to Friday, excluding bank holidays) or who are recovering at home after a period of hospitalisation, this means:

3.3.1 The provision of essential medical services to those patients who are, or believe themselves to be ill with conditions from which recovery is generally expected

3.3.2 offering a consultation for the purpose of identifying any need for treatment or further investigation and making available any such treatment or further investigation as is necessary and appropriate

3.3.3 sign post to an alternative service where it is clinically appropriate to do so. This could include sign posting to a local pharmacy, the urgent treatment centre, or referring back to their registered GP.

3.4 Home visits (where deemed clinically necessary by the provider) to provide essential medical services to those patients who, in the reasonable opinion of the contractor, attendance on the patient is required and it is inappropriate for them to attend at the practice premises or that of the alternative urgent care provision, such as the walk in centre or urgent treatment centre.

3.5 The practice must ensure that they have a robust system in place to transfer information securely, about any care given, to the patients registered practice within no more than 24 hours of the consultation.

3.6 The practice must complete a claim form to be submitted on a quarterly basis.

#### **4 Monitoring**

4.1 Where a practice chooses to offer this service, the monitoring required will be the number of out of area registered patient accessing services and in the case of each out of area patient the number of consultations provided (and of those consultations which were home visits). A standard template will be provided for these returns.

4.2 The practice will be required to provide clinical details of each attendance to the patient's registered practice following the consultation in a timely manner to ensure that the patients' clinical record is kept updated.

#### **5 Payment**

##### **5.1 In hours care at the practice**

Payment under this enhanced service for each consultation at the practice (excluding home visits but may include telephone/skype consultations.) is **£15.87 per GP (or other healthcare professional as appropriate) consultation.**

Should any individual patient be consulted at least four times in any 12 month period this will be a trigger for a review by the patient's registered practice as to whether it is more clinically appropriate and practical for the patient to register with a practice closer to home. Further details on this review process are given in main NHS England guidance.

##### **5.2 Home Visiting**

The payment for a home visit under this enhanced service is **£60 per home visit.**

Should any individual patient receive a home visits on more than two occasions in any 12 month period this will, again, trigger a review by patient's registered practice as to whether it is more clinically appropriate for that patient to register with a practice closer to home. Again, further details on such reviews will be given in NHS England guidance.

5.3 payments will be made quarterly via submission of the standard template.

## **6 Other issues relevant to Choice of GP Practice**

6.1 Practices that are eligible to provide services under this specification are only those that are currently maintaining an open list status.

6.2 Existing GP health centres, walk-in centres or minor injuries units that already have unregistered patient services included in their current service contract are excluded from provision of those services under this specification