

To: All Practices in Surrey and Sussex LMCs

22 February 2019

Dear Colleagues

GP Contract Agreement 2019: Update – Integrating Urgent Care Services

This area of the Contract Agreement overlaps both the (Primary Care) Network Contract DES and the 'Digital First' IT programmes.

Extended Hours DES

The Extended Hours DES requirements and 2018/19 funding will be transferred to the Network Contract DES from 1 July 2019; this is planned to be a temporary solution until the DES funding becomes incorporated into the current CCG Extended Access reimbursement programme in April 2021, as this is also planned to be a PCN responsibility, over time.

As a PCN responsibility, the Extended Hours DES must be offered to 100% of the PCN's population, and recognising these additional costs, £30 million is being invested in the Global Sum. The Extended Hours DES appointment requirements are intended to be unchanged from currently, but this is to be confirmed.

The actual delivery of the Extended Hours appointments by the Network will be a matter for mutual agreement: it may be exactly the same arrangements, at each practice within the Network, can continue. It may be practices will mutually agree to centralise some service appointments, or share staff, with a proportionate sharing of the financing available. This will in effect be the PCNs first collaborative decision about a new PCN service.

CCG Extended Access Service

This is currently delivered by CCGs on a £6 per head basis; by 2021 it is intended this, and the Extended Hours DES funding, should be combined and a single integrated service be offered through the Network Contract DES, in an equivalent manner to the National Service Specifications (see separate LMC update). The holy grail is for PCNs to offer both physical and digital/remote services, link with 111, and urgent treatment centres, to reduce duplication and improve what is acknowledged to be a complicated system for patients. Because there are a variety of current procurement agreements for CCG Extended Access Services, the pace of this progress is expected to be incremental, and it will also involve PCNs working together at scale.

Linking with 111

In 2019/20 practices will need to offer 111 one dedicated appointment, in increments of 3000 patients, such that for example a practice will offer 3 such appointments per day if it has 9000 or more patients, and so on. These are not required to be additional appointments and should be spread evenly through the day. They will also only be booked after 111 clinical triage. This process will be dependent on IT functionality.

Local Medical Committees for
Croydon, Kingston & Richmond, Surrey,
East Sussex and West Sussex

The White House **T:** 01372 389270
18 Church Road **F:** 01372 389271
Leatherhead
Surrey KT22 8BB **www.sslmcs.co.uk**

Only practice registered patients can be booked an appointment. Patients will be advised they have a booked appointment, but that the practice may contact them prior to this to:

- Confirm the appointment
- Discuss their symptoms prior to confirming any necessary appointment
- Arrange for another healthcare professional to see the patient, if this is appropriate

However, patients will be advised that if they do not hear from the practice, they should attend at their pre-arranged appointment time.

This facility will be subject to audit and monitoring, and, if appointments are unused by a certain time, they can be used by the practice themselves.

This update should be read in conjunction with LMC updates on:

- PCNs and the Network Contract DES
- The Additional Roles Reimbursement Scheme (ARRS)
- Network National Service Specifications and the NHS Long Term Plan

With best wishes

A handwritten signature in black ink, appearing to be 'JP', with a long horizontal line extending to the right.

Dr Julius Parker
Chief Executive