

ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM AGENDA



Tuesday 31st January

at 10.00 am

in Committee Room B

**MEMBERS: ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY
FORUM:**

Councillors Barker, Cambridge, Clouth, Cook, Griffin, Kennedy, Lauderdale, Lilley,
Sutheran, M Waller and Worthy

Resident Representatives:

Tommy Connolly, Mary Green and Evelyn Leck

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

3.1 To confirm the minutes of the meeting held on 13th December 2005 (*attached*)

**4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE
COUNCIL TO FINAL REPORTS OF THIS FORUM**

No items

**5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA
SCRUTINY CO-ORDINATING COMMITTEE**

No items

**6. CONSIDERATION OF PROGRESS REPORTS / BUDGET AND POLICY
FRAMEWORK DOCUMENTS**

No items

7. ITEMS FOR DISCUSSION

7.1 Access to GP Services – Primary Care Perspective – *Hartlepool PCT*

8. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT

ITEMS FOR INFORMATION

i) Date of Next Meeting Tuesday 28th February 2006, commencing at 10.00am
in Committee Room B

ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM

MINUTES

13th December 2005

Present:

Councillor: Harry Clouth (In the Chair)

Councillors: Caroline Barker, John Cambridge, Rob Cook, Geoff Lilley, Lilian Sutheran, Maureen Waller

In accordance with paragraph 4.2 (ii), of the Council's procedure rules,
Councillor Gerard Hall attended as a substitute for Councillor Sheila Griffin

Resident Representatives:

Mary Green, Evelyn Leck

Officers: Nicola Bailey, Director of Adult and Community Services
Jonathan Wistow, Scrutiny Support Officer
Sajda Banaras, Scrutiny Support Officer
Rebecca Redman, Research Assistant (Scrutiny)
Angela Hunter, Principal Democratic Services Officer

Also Present:

Jayne Scaife and Jackqui Crossley, TENYAS
Ali Wilson, PCT

39. Apologies for Absence

Apologies for absence were received from Councillor Sheila Griffin, John Lauderdale and Gladys Worthy.

40. Declarations of Interest by Members

Councillor Caroline Barker declared a private and personal interest.

41. Minutes of the meeting held on 15th November 2005.

Confirmed.

42. TENYAS NHS Trust – Ambulance Response Times and Category C 999 Calls (*Scrutiny Support Officer and the Low Priority Calls Co-ordinator (LPCC) - TENYAS Trust*))

The Scrutiny Support Officer introduced two representatives from TENYAS Trust who had prepared a presentation for the Forum – Category C Calls – Project Update. The LPCC indicated that the changes implemented were in response to the changing needs of the community and were in line with the Trusts vision for future scheduled and unscheduled care needs.

The LPCC reported that Category C calls accounted for approximately 15% of the Trust's daily activity of which were predominantly minor illnesses and included some minor injuries. Since the changes were implemented in Hartlepool in September 2005, out of the 50-60 calls, only 3 were classed as emergency calls with the remainder being dealt with by alternative health care services, for example Emergency Care Practitioners and Home Care Advice. The LPCC indicated that if there was any doubt about the needs of the patient, an ambulance would be dispatched.

The LPCC emphasised that there were no wrong calls, just inappropriate responses and that the changes implemented were about changing how the service was organised to best meet the nature of the calls received.

A discussion followed where the following points were raised.

A lot of people were unaware of what health services were available?

The LPCC indicated that although the changes had been publicised, it was acknowledged that there may be a need for further advertising of the alternative services available.

Who makes the decision of which hospital to take the patient to? Under normal circumstances, the crew would decide the location dependent on clinical needs of the patient and the nearest appropriate hospital.

There was some concern over the short timescale allowed for consultation? The LPCC indicated that consultation was undertaken on a voluntary basis and that some Trust's had not undertaken any consultation. TENYAS had consulted with patient groups as well as local authorities and Primary Care Trusts.

What feedback had been received from users of the service? The LPCC advised that the feedback received so far had been generally positive with patients finding it beneficial to be able to speak directly to a nurse for advice.

There would likely be confusion with regard to booking ambulances for transportation as opposed to emergency calls? The LPCC indicated that the Patient Transport Service and Accident and Emergency service operated as separate services, however they were both currently under review and

reconfiguration. Members requested more information on this issue and it was suggested that a future meeting in next year's work programme may be used for this purpose.

There were concerns raised about whether patients would be able to communicate their ailments adequately over the telephone? The LPCC indicated that if there was any problems with communications between the patients and the ambulance service, an ambulance would automatically be despatched.

It appeared that day patients had to pay for their drugs, however if they were an in-patient it would be paid for by the hospital? The representative from the PCT indicated that there were arrangements in place whereby the PCT pays for all drugs prescribed to patients leaving hospital.

Members felt it would be useful to have feedback early next year once this new service was established in Hartlepool. The Scrutiny Support Officer indicated that she would liaise with the LPCC and report back to the next meeting of this Forum.

The representatives from TENYAS and the PCT were thanked for their useful and informative presentation.

Decision

The presentations and discussions would be used to inform the Forum's inquiry.

43. Pandemic Influenza – Contingency Planning – Draft Final Report (*Scrutiny Support Officer*)

The Scrutiny Support Officer presented a report to the Forum with a draft final report of the findings from the Forum's investigation into Pandemic Influenza – Contingency Planning.

Detailed background information and the history of the inquiry were provided. The report also included an in-depth account of the inquiry under the following headings:

- Aim of the Inquiry
- Terms of Reference
- Methods of Investigation
- Conduct of Investigation – Summary
- Findings

Under findings, Members were reminded that the evidence gathering process included both written and verbal evidence being considered by members and meetings had taken the form of witnesses attending to present their views.

Followed by a question and answer/debate period. Outlined in the report under the following headings, were the key findings from the inquiry:

- What is a pandemic and its potential impact
- International Monitoring and Surveillance
- Vaccinations
- Co-ordination between Agencies – National Contingency Plans

The report gave the following conclusions and recommendations:

- a) Members were pleased to see that there was a great deal of work underway, globally, nationally, regionally and locally in order to anticipate and respond effectively to an influenza pandemic, should one occur.
- b) The Forum noted that protecting the public from pandemic influenza was an integral part of ongoing work by Hartlepool Borough Council, Hartlepool PCT and the Health Protection Agency.
- c) Members wished to endorse the first generation contingency plan presented by Hartlepool Borough Council.
- d) Members endorsed the approach adopted by Hartlepool PCT in relation to its activities, both in contributing to the development of a Local (SHA-area wide) contingency plan and, the PCTs own business continuity plan.
- e) Members recommend that in the event of a pandemic, Hartlepool Borough Council and the Health Agencies would undertake to publicise good basic hygiene that would reduce the risk of influenza spreading.

Decision

The Forum agreed the final report and referred it to Scrutiny Co-ordinating Committee for consideration.

44. Scrutiny Investigation into Access to GP Services – Scoping Report *(Scrutiny Support Officer)*

The Scrutiny Support Officer presented a scoping report for the Forums investigation into Access to GP Services.

- **The aim of the investigation**

To examine the current access to GP services within Hartlepool.

- **The terms of reference for the investigation**

- (a) To gain an understanding of the numbers of GPs and their geographical distribution.
- (b) To gain an understanding of GP practices in relation to centres of population and transport.

- (c) To gain an understanding of physical access including waiting times.
- (d) To gain an understanding of hours of operation and out of hours arrangements.
- (e) Knowledge of services available together with an understanding of how to enter the health system.
- (f) To gain an understanding of the availability and use of services.
- (g) To gain an understanding of accessibility for different groups within the local population; and
- (h) To gain an understanding of the quality of service being accessed.

- **Timetable of the Scrutiny Investigation**

- **13th December 2005 – Approval of scoping paper**

- 31st January 2006 – Evidence to be determined (possibly evidence from the PCT)
- 28th February 2006 – Evidence to be determined (possibly evidence from the PPI)
- 28th March 2006 – Evidence to be determined (possibly evidence from the Portfolio Holder for Adult Services and Public Health and GP representatives)
- 25th April 2006 – Consideration of draft Final Report (provisional meeting date)

A discussion followed with the following issues being raised.

There had been problems associated with the computer system for the new Choose & Book service? The PCT representative indicated that some problems had been identified and these had been logged with the national team responsible for this. The system would be going live across the country at the same time, however, all practices had been given the manual information also.

A lot of people were unaware what Out of Hours (OOH) GP services were provided? The PCT representative advised that Prime Care were responsible for OOH services. This service was constantly under review to ensure all OOH needs were met.

There was concern that the waste from hospitals was not always correctly separated, ie clinical/not clinical? There was a new system and contract in place and the PCT representative indicated that it would only be the appropriate company with the necessary completed staff training who would be given the task.

The Forum was advised that the Patient AND Public Involvement Forum had already undertaken a lot of research in this area, and that it would be useful to access this for this Inquiry.

Decision

Members noted the content of the report and discussion and agreed the terms of reference outlined above.

45. Tees Valley Health Scrutiny Committee – Update Report (*Scrutiny Support Officer*)

The Scrutiny Support Officer presented a report to update the Forum of issues considered by the Tees Valley Joint Health Scrutiny Committee (Acute Services Review). Outlined below were the key issues that were considered.

- The proposed excellence in Women's & Children's Services at University Hospital of Hartlepool.
- The concentration of elective orthopaedics
- The increased use of the Friarage for orthopaedics
- The establishment of a major trauma and emergency surgery facility at North Tees
- Proposed establishment of a Tees-wide upper gastro intestinal service at University Hospital North Tees.
- Proposed establishment of a Tees-wide endoluminal vascular service and the establishment of a vascular network with James Cook University Hospital.

The Joint Committee received evidence from the following:

- The Local NHS
- Patients Forums
- North Yorkshire Local Medical Committee
- Tees East and North Yorkshire Ambulance Service (TENYAS) and the North East Ambulance Service (NEAS)
- The Transport and Health Partnership Group

Decision

Members noted the report and comments.

HARRY CLOUTH

CHAIRMAN

ADULT & COMMUNITY SERVICES & HEALTH SCRUTINY FORUM REPORT

31st January 2006



Report of: HARTLEPOOL PCT

Subject: ACCESS TO GP SERVICES – PRIMARY CARE
PERSPECTIVE

1. PURPOSE OF REPORT

- 1.1 To provide details to the Adult and Community Services and Health Scrutiny Forum that will support the investigation into Access to GP services.

2. BACKGROUND

- 2.1 The attached report provides details to support the investigation into Access to GP Services which is currently being undertaken by the Adult and Community Services and Health Scrutiny Forum.

3. RECOMMENDATION

- 3.1 That Members note, and discuss, the contents of the report.

Hartlepool Primary Care Trust

Report to the Scrutiny Committee

Access to GP Service – Primary Care Perspective

Introduction

This report gives details which will support the investigation into Access to GP services which is currently being undertaken by the Scrutiny Committee. The main areas which we have been asked to address are shown below with information which will answer each point.

Details of the number of GPs and their geographical distribution

The table below shows each of the 16 GP practices addresses, population and geographical area of the town in which they are present.

Practice	Address	Practice Population	Opening Times
Dr Awad	West View Millennium Surgery Brus Corner West View Road Hartlepool TS24 9LA	4,414	Monday: 08:30 - 12:0013:30 - 18:00 Tuesday: 08:30 - 12:0013:30 - 17:30 Wednesday: 08:30 - 12:0013:30 - 18:00 Thursday: 08:30 - 12:0013:30 - 18:00 Friday: 08:30 - 12:0013:30 - 18:00 Saturday: Closed Sunday: Closed
Dr Juhasz	West View Millennium Surgery Brus Corner West View Road Hartlepool TS24 9LA	1,945	Monday: 08:30 - 12:0013:30 - 17:30 Tuesday: 08:30 - 12:0013:30 - 17:30 Wednesday: 08:30 - 12:0013:30 - 17:30 Thursday: 08:30 - 12:00 Friday: 08:30 - 12:0013:30 - 17:30 Saturday: Closed Sunday: Closed

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APPENDIX

Dr Ayre & Partners	The Health Centre Victoria Road Hartlepool TS26 8DB	7,251	Monday: 08:30 - 12:1513:45 - 18:00 Tuesday: 08:30 - 12:1513:45 - 18:00 Wednesday: 08:30 - 12:1513:45 - 18:00 Thursday: 08:30 - 12:1513:45 - 18:00 Friday: 08:30 - 12:1513:45 - 18:00 Saturday: Closed Sunday: Closed
Dr Bolt & Partners	McKenzie House 17 Kendal Road Hartlepool TS25 1QU Branch Surgery Throston Grange Medical Centre 82 Wiltshire Way Hartlepool TS26 0XT	16,205	Monday: 08:45 - 12:3013:30 - 18:00 Tuesday: 08:45 - 12:3013:30 - 18:00 Wednesday: 08:45 - 12:3013:30 - 18:00 Thursday: 08:45 - 12:3013:30 - 18:00 Friday: 08:45 - 12:3013:30 - 18:00 Saturday: Closed Sunday: Closed Monday: 08:45 - 12:3013:30 - 18:00 Tuesday: 08:45 - 12:3013:30 - 18:00 Wednesday: 08:45 - 12:3013:30 - 18:00 Thursday: 08:45 - 12:3013:30 - 18:00 Friday: 08:45 - 12:3013:30 - 18:00 Saturday: Closed Sunday: Closed
Dr Brash & Partner	Chadwick House 127 York Road Hartlepool TS26 9DN Clinics also offered at Caroline Street	10,464	Monday: 08:30 - 12:1513:45 - 18:00 Tuesday: 08:30 - 12:1513:45 - 18:00 Wednesday: 08:30 - 12:1513:45 - 18:00 Thursday: 08:30 - 12:1513:45 - 18:00 Friday: 08:30 - 12:1513:45 - 18:00 Saturday: Closed Sunday: Closed
Dr Dawson	General Medical Centre Surgery Lane Hartlepool TS24 9DN	5,199	Monday: 08:30 - 12:0013:30 - 18:00 Tuesday: 08:30 - 12:0013:30 - 17:30 Wednesday: 08:30 - 12:0013:30 - 17:30 Thursday: 08:30 - 12:00

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			Friday: 08:30 - 12:00 Saturday: Closed Sunday: Closed
Drs Gupta & Gallagher	The Health Centre Victoria Road Hartlepool TS26 8DB	3,999	Monday: 08:30 - 18:00 Tuesday: 08:30 - 18:00 Wednesday: 08:30 - 18:00 Thursday: 08:30 - 18:00 Friday: 08:30 - 18:00 Saturday: Closed Sunday: Closed
Drs Hazle & Peverley	The Health Centre Victoria Road Hartlepool TS26 8DB	3,855	Monday: 08:30 - 12:00 Tuesday: 08:30 - 12:00 Wednesday: 08:30 - 12:00 Thursday: 08:30 - 12:00 Friday: 08:30 - 12:00 Saturday: Closed Sunday: Closed
Dr Eaton & Partners	Grange House Surgery 22 Grange Road Hartlepool TS26 8JB Branch Surgery Brierton Medical Centre Earlsferry Road Hartlepool TS25 4AZ	5,322	Monday: 08:30 - 18:00 Tuesday: 08:30 - 17:30 Wednesday: 08:30 - 12:30 Thursday: 08:30 - 18:00 Friday: 08:30 - 18:00 Saturday: Closed Sunday: Closed
Drs Dunstone & Johnston	Hart Lodge Jones Road Hartlepool TS24 9BD	5,556	Monday: 08:30 - 17:30 Tuesday: 08:30 - 17:30 Wednesday: 08:30 - 17:30 Thursday: 08:30 - 17:30 Friday: 08:30 - 17:30

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			Saturday: Closed Sunday: Closed
Drs Koh & Trory	The Health Centre Victoria Road Hartlepool TS26 8DB	5,463	Monday: 08:30 - 12:3013:30 - 18:00 Tuesday: 08:30 - 12:3013:30 - 18:00 Wednesday: 08:30 - 12:3013:30 - 18:00 Thursday: 08:30 - 12:3013:30 - 18:00 Friday: 08:30 - 12:3013:30 - 18:00 Saturday: Closed Sunday: Closed
Drs Omer & Thakur	The Headland Medical Centre 2 Grove Street The Headland Hartlepool TS24 0NZ	6,286	Monday: 08:30 - 18:00 Tuesday: 08:30 - 18:00 Wednesday: 08:30 - 18:00 Thursday: 08:30 - 18:00 Friday: 08:30 - 17:00 Saturday: Closed Sunday: Closed
Dr Patel	The Surgery Station Lane Seaton Carew Hartlepool TS25 1AX	2,551	Monday: 8.45am – 6pm Tuesday: 8.45am – 6pm Wednesday: 8.45am – 6pm Thursday: 8.45am – 1pm Friday: 8.45am – 6pm Saturday: Closed Sunday: Closed
Dr Ray	Gladstone House Surgery 46 Victoria Road Hartlepool TS26 8DD	5,662	Monday: 08:30 - 12:0013:15 - 17:30 Tuesday: 08:30 - 12:0013:15 - 17:30 Wednesday: 08:30 - 12:0015:00 - 19:00 Thursday: 08:30 - 12:00 Friday: 08:30 - 12:0015:00 - 17:30 Saturday: Closed Sunday: Closed

Dr Singh (PCT Practice)	Owton Rossmere Resource Centre Wynyard Road Hartlepool TS25 3LB	1,256	Monday: 08:30 - 18:00 Tuesday: 08:30 - 18:00 Wednesday: 08:30 - 18:00 Thursday: 08:30 - 18:00 Friday: 08:30 - 18:00 Saturday: Closed Sunday: Closed
Dr Stoney & Partners	Bank House Surgery The Health Centre Victoria Road Hartlepool TS26 8DB	8,800	Monday: 08:30 - 18:00 Tuesday: 08:30 - 18:00 Wednesday: 08:30 - 18:00 Thursday: 08:30 - 18:00 Friday: 08:00 - 18:00 Saturday: Closed Sunday: Closed

Transportation

Hartlepool PCT has been working with Hartlepool Borough Council on the development of the Local Transport Plan 2006-2011. The plan identifies that convenient access to high quality health and social care services is essential to improve the current poor health of Hartlepool's population. It states that public transport access to GP surgeries is good with 99% of households within 30 minutes access times. This percentage does not take account of the problems Hartlepool residents have in access to health services in secondary care as well as primary, because of the location of the treatment, physical inaccessibility, lack of available public transport services and cost of travel. Some of these constraints impact directly on those people living within areas of disadvantage where levels of health are lower.

The work on this plan is ongoing and a number of areas have been identified where intervention is required. A collaborative approach is being adopted across the partner agencies to identify and overcome travel barriers to accessing health care in Hartlepool.

Physical Access

During the summer of 2004 the Hartlepool Primary Care PPI Forum carried out a number of monitoring visits to practices throughout the town. Accessibility was one of the areas covered within the reports, although it must be noted that this was in no way a DDA (Disability Discrimination Act) audit. A sample of the results is shown below: -

Monitored	Bolt	Dunstone & Johnston	Awad	Patel	Koh & Trory	Juhasz
Sufficient car parking facilities	Yes	Yes	Yes	Yes	Yes	Yes
Easily accessible by public transport	No	Yes	Yes	Yes	Yes	Yes
Building easily accessible for disabled	Yes	Yes	Yes	Yes	Yes	Yes
Disabled parking	Yes	Yes	Yes	Yes	Yes	Yes
Easy access to building	Yes	No	Yes	Yes	Yes	Yes
Are doors easy to open both ways	Yes	Yes	Yes	No	No	No
Egress Plan	Yes	No	Yes	Yes	No	

The above is by no means an exhaustive list but give some understanding of patient perceptions of the property being used by GPs across the town.

GP practices and community health services need good quality accommodation from where they can develop and expand high quality services. The Trust's Vision of care is that all services are easily accessible and is currently involved in the development of a new primary care centre at the rear of Owton Rossmere Resource Centre on Wynyard Road. The development is part of a LIFT (Local Investment Finance Trust) programme, a private and public partnership. The new building will be state of the art, and designed to be patient friendly and accessible to all.

The LIFT scheme is being developed within Hartlepool to modernise community based health facilities across the town. These new developments will house GPs, nurses, therapists, social workers, home care workers, advice workers and some specialist working in teams. Hartlepool Primary Care Trust is therefore also developing a significant health facility in the Town Centre. This project will potentially include space for a number of GP practices that have now out grown their current accommodation. It will also be to provide multi functional suites, diagnostic and treatment facilities and a range of community health services.

Waiting Times

From December 2004 Hartlepool PCT had to ensure that all general practices had to offer their registered population access to a primary care doctor within 24 hours and a primary care professional within 48 hours of requesting to be seen i.e.100% targets. A primary care professional is defined as any clinical professional based in general practice including GPs. These two targets have remained key performance indicators affecting the star rating of the PCT. Additionally from March 2005 all practices had to also offer pre-bookable appointments to patients for not less than two days in advance.

In line with Government policy the PCT carries out an access survey on a monthly basis. The details of the survey carried out in December are shown below. This survey includes details of availability of appointments on a given day with both the GP and the Primary Care Professionals which includes Practice Nurses and Nurse Practitioners. The information collected also shows how far in advance patients can book pre-book appointments with the surgery.

Position	Practice	List Size	GPs			PCPs	
			Appointment System	Days to Appointment	Advance Booking	Appointment System	Days to Appointment
1	A	4414	Y	0	4	Y	0
2	J	1945	Y	1	4	Y	1
3	A	7251	Y	0	4	Y	0
4	B	16205	Y	1	4	Y	1
5	B	10464	Y	0	3	Y	0

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6	D	5199	Y	0	4	Y	0
7	G	3999	Y	0	5	Y	0
8	H	3855	Y	1	4	Y	0
9	E	5322	Y	1	4	Y	1
10	D	5556	Y	0	4	Y	1
11	K	5463	Y	1	4	Y	2
12	O	6286	Y	0	4	Y	0
13	P	2551	Y	1	5	Y	0
14	R	5662	Y	0	4	Y	0
15	S	1256	Y	0	4	Y	0
16	S	8800	Y	0	4	Y	1

Each practice is supported by a Service Improvement Facilitator to implement demand and capacity studies to gauge activity on a daily basis and ensure appropriate skill mix is provided.

Some of the work undertaken to date includes the establishment of a working group has been established within one practice where a number of administration staff work together to improve this aspect of the service. Over the last eighteen months this group has made significant progress in establishing systems and processes to improve conditions for both the staff and patients.

Core 'Advanced Access' practices undertook a baseline measure of the time that patients were waiting for an appointment with a GP. Two practices recorded waits of 11 days and 8 days for a routine appointment. These practices now offer 'on the day' appointments and pre-bookable appointments at two weeks and one week in advance.

The PCT has constantly achieved the 100% access target since August 2004. This does still mean however that from time to time when demand is very high patients need to wait for appointments and may have difficulty getting through to the surgery.

Out of Hours arrangements

In April 2004, Hartlepool PCT assumed the responsibility for commissioning Primary Care Out of Hours (OOHs) services for Hartlepool residents. This was delivered through a commissioning consortium across Tees Valley and involved the four Tees PCTs and Darlington and the contract was awarded to Primecare following a formal tendering process. Previously OOHs had been commissioned by GP practices and provided by a commercial deputizing service working throughout most of the Teesside area with a second on-call rota, comprised of GP Principals, in place only in Hartlepool.

The Out of Hours service is now provided by under contract between Hartlepool PCT and Primecare. The cover is provided from 6pm until 8am Monday to Friday as well as weekends and Bank Holidays.

The service includes access to a clinic setting within Hartlepool General's outpatient department if they are well enough to attend or a home visit service there this is considered appropriate on clinical grounds.

Additional Services available to patients

Each practice has their own team of professional who offers services to their practice population. Each practice also has team members who are aligned to their practice, such as district nurses, community midwives and health visitors.

Many practices offer other services such as chronic disease management clinics, antenatal, child health check. A comprehensive and accurate list is currently being compiled and will be provided to the committee upon completion.

Minor Ailments

The Minor Ailments Scheme offers advice and/or treatment from Community Pharmacies across Hartlepool originally for thirteen minor conditions which, has now been increase to nineteen, utilizing agreed protocols and a PCT service specification. All 16 GP Practices and all 17 Community Pharmacies signed up to the scheme ready for its launch at the end of December 2003.

The scheme provides benefits for the patients, the practices, the PCT and the Pharmacists in Hartlepool.

- For patients~ Reduced waiting times and improved access.
- For GP practices and the PCT~ A reduction in 'inappropriate' consultations, improved access to a Health Care Professional and a reduction in drug expenditure as patients are helped to manage their condition more effectively.
- For the pharmacists~ better use of their professional skills is the major benefit in addition to their integration into the Primary Care Team.

The scheme was evaluated between January and June 04 during which time **5364** consultations have been made at pharmacies across Hartlepool and **6861** items have been supplied.

A further 55 consultations took place which resulted in **NO** treatment being supplied. Reasons for this include:

- patients presenting for ailments outside the agreed list (oral thrush when protocol is for vaginal thrush only)

- referrals were the patient was excluded from the protocol (see exclusion criteria for each protocol)

Another 3 consultations resulted in rapid referrals, fast tracking the patient back to their GP. On each of these occasions the pharmacist contacted the surgery on behalf of the patient and appointments were made for the same day.

The scheme is continuing today with average monthly consultations well in excess of 1,000 per month.

Greatham and Wynyard Road Nurse Practitioner Clinics

In order to create more capacity within primary care to improve access for patients, a Nurse Practitioner Clinic was established in Greatham area of the town. This provided the local community, many of which are elderly, with an easy accessible service where many minor ailments can be treated.

Subsequently a further clinic has been set up in the Owton Rossmere Resource Centre which provides easily accessible health care to an area of high need.

Monitoring the quality of service

There are a number of systems and process in place which provide us with a greater understanding of the quality of services being offered to patients and which ensure any problems are highlighted for action.

1. New GMS Contract Quality and Outcomes Framework

The quality and outcomes framework is a cornerstone of the new GMS contract. Practices receive payment for achievement against the quality criteria of the new contract. The quality framework comprises a number of clinical and organisational 'domains', each being made up of indicators against which achievement is measured. Quality points are available for each of the individual indicators.

A maximum of 1,050 points is available under the quality framework, with different areas of performance receiving greater weighting. A high-level break down of available points is as follows:

- Clinical indicators: 550
- Patient experience: 100
- Organisational indicators: 184
- Additional services: 36

- Other: 180
- Total: 1050

The achievement against these indicators is measured during an assessment visit to each practice. During this visit a team made up of Clinicians, PCT staff and Lay assessor look at the key areas in which the practice are claiming the points to ensure that the quality element of this achievement is met.

During 2005/06 practices achieved an average of 873.07 of the 1,050 points available. This is broken down by practice as shown below:-

PRACTICE	POINTS
GUPTA	738.28
SINGH	620.32
DUNSTON	880.72
KOH	938.81
BOLT	775.49
DAWSON	791.13
OMER	821.36
AYRE	1002.77
BRASH	848.31
JUHASZ	855.53
HAZLE	1025.42
EATON	1027.31
RAY	861.07
AWAD	864.49
PATEL	872.61
STONEY	1,045.51
PCT	873.07

2. PALS service

Patients can contact PALS if they have concerns or don't know where to go to, they give information for patients, relative's carers and friends. PALS offers a free and confidential service giving advice and support to help patients sort out any concerns that they may have about the care or treatment provided. It can also give information about the different services available from the NHS, our hospitals, GP and community health services.

3. Complaints

Patients can contact Hartlepool Primary Care Trust if they want to make a formal complaint with regard to any aspect of their health care within the community. When a formal complaint is received it is acknowledged within 2 working days and an investigation is carried out and should be completed within 20 working days.

4. Practice Patient Groups

There are two practices in Hartlepool which have their own patient group. One of the practice groups meets every quarter and discusses various issues, such as:-

- New services offered to patients - One example of this is a joint injection service. The patient group wanted the service to be available to them and the practice has now been offering this service for the past two years.
- Appointment system – Debate often takes place with regard to pre-bookables verses on the day appointments. Practice have now changed their appointment system to provide a combination of both
- Annual patient satisfaction survey results
- New ideas with regard to improve current services

Conclusion

The above information provides some of the background information that supports the ongoing work within the scope of this project.