

Local Enhanced Service for Extended Hours in Primary Care (incorporating the Directed Enhanced Services specification)

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1. Financial Details

Level 1

Practices will receive for the provision of a Level One service a payment of £2.95 per patient per annum paid quarterly in arrears for providing a minimum of 30 minutes of pre-booked extended access for every 1,000 registered patients. This service will be in accordance to the national guidelines and there are no entry criteria into this level. **All practices in Barking and Dagenham are eligible for this.**

Level 2

Practices will receive for the provision of a Level Two service a payment of £225 for 1.5 extended hours per 1000 registered patients paid quarterly in arrears. Each session should provide a minimum of 10 appointments (this could be a combination of GP and nurse appointments). Practices will have to meet the criteria set below to qualify for this service, and practices failing to comply with the criteria will be placed on the Level 1 service.

Level 3

Practices wishing to offer a further level of access (i.e. 8-8 Monday – Friday, and Saturday mornings) will need to approach the PCT for separate financial/contractual agreements depending on the extent of extended hours and services to be provided.

2. Service Aims

Extending access to general practitioners is one of the government's main policy objectives at the moment. Providing extended hours within general practice settings will enhance choice and convenience for patients and will have the potential to reduce A&E attendances and admissions. Extending hours will also enhance access for patients incorporating early mornings, weekday evenings and weekend work.

Extended hours are defined as any additional GP-led sessions outside of general practice core hours with core hours defined as 8:00am – 6:30pm. Extended hours will include early morning, evenings and weekends only and will be an extension of nGMS services (not include home visits).

Practices will be asked to define the range of out of hours sessions they would like to provide. Practices will be encouraged to consider 8am-8pm opening times.

In principle, extended hours are simply an extension of core hours services and will be subject to the same expectations with regards to quality of service and standards of practice within nGMS and PMS contracts.

Level 2 and 3 of this enhanced service will recognise the existing work and achievements that practices have made in providing improved access to their patients.

3. Service Criteria

Practices are to have agreed a session plan with the PCT for all levels of the extended hours enhanced service.

Practices will be expected to arrange cover for extended hours sessions as they would for core hour sessions.

All practices will need to advise patients of their new opening hours.

Level 1

This is in accordance with the national guidelines.

- Practices are to demonstrate that the extended hours are planned around patient demand providing evidence from patient surveys wherever possible.
- Extended hour sessions must be provided in minimum blocks of 1.5 hours unless the list size does not indicate this level of opening, or alternate opening hours have been agreed by the PCT.
- Extended hours sessions must not be concurrent to allow for a range of extended opening times throughout the week.

Level 2

Practices would need to achieve at least 5 out of the following 8 criteria to qualify for this level of service. Practices achieving less than this will need to send an action plan to the PCT stating steps that the practice will take to improve in the various areas and a timescale for improvements (previous participation in the extended hours pilot scheme will be taken into consideration).

- Practices should demonstrate that they reach the national benchmark of 1 WTE GP per 1800 patients.
- Practices must have demonstrated a minimum QOF achievement in 07/08 of 970 points.
- Practices must have demonstrated that they offer a minimum of 3.5 GP appointments per patient per year during core hours. (Practices that have not yet provided us with their appointment data will need to submit audits from their clinical systems as evidence of this).
- Access survey for 2006/2007 should demonstrate that there is >67% patient satisfaction with 48 hour access to a clinician.
- Access survey for 2006/2007 should demonstrate that there is >78% patient satisfaction with phone access to the practice.
- Access survey for 2006/2007 should demonstrate that there is >68% patient satisfaction with the ability to book an appointment in advance at the practice.
- Access survey for 2006/2007 should demonstrate that there is >80% patient satisfaction with booking an appointment with the choice of GP.
- Access survey for 2006/2007 should demonstrate that there is >77% patient satisfaction with surgery opening hours.
- Practices will need to provide the PCT with all monitoring data requested electronically (spreadsheets/templates will be provided for this purpose) on a quarterly basis.
- Practices failing to providing data or achieving any terms agreed between the individual practices and the PCT may be withdrawn from the scheme with only two weeks notice.
- Sessions may be concurrent but should be spread throughout the week, and must consist of at least 1 GP.
- Sessions should be in a minimum of 1 hour blocks.

- Practices offering this premium service will be monitored to ensure that they comply with the set criteria, and where they fail to achieve the minimum standards can be withdrawn from this level of service.

Level 3

Practices will need to have achieved all 8 of the above criteria as well as:

- Practices will need to demonstrate that they have the patient demand to offer this level of service, this can be by providing evidence of activity from the previous extended hours scheme.
- Practices should demonstrate that they are committed to offering extended opening hours on a long term basis, and a minimum period is to be agreed with the PCT.

4. Ongoing Measurement & Evaluation

Practices offering extended hours will be required to submit all data returns to the PCT in accordance with deadlines.

Failure to provide the PCT with evidence to support extended hours activity may result in the PCT withdrawing the service from the practice.

Practices who are accepted onto Level 2 of the scheme following an appeal will be evaluated on a quarterly basis to ensure that they are achieving targets agreed between the PCT and the practice.

It is the practices responsibility to notify the contracting team if the nominated leave will be on leave, and to advise us of an alternate contact.

Application To Participate in the Extended Hours LES

From 1st May 2008 to 31st March 2009

Practice Details

Practice Stamp:

Practice Data Lead:.....
 Other Contact:.....
 Preferred email address for correspondence:.....
 Alternate email address for correspondence:.....

Proposed Weekly Schedule of Extended Hours

The following is the proposed schedule for the above practices extended hours sessions.

Please complete the row for the level of service that your practice will be providing

	Number of Sessions	Number of Hours
Level 1		
Level 2		
Level 3		

Proposed Weekly Extended Hours Arrangements

Please indicate preferred hours to include early mornings, evenings and weekends only

	MON	TUES	WED	THUR	FRI	SAT
AM						
PM						

Signature Sheet

This document constitutes the agreement between the practice and the PCT in regards to this enhanced service.

By signing this agreement the PCT agrees that the practice will be offering : Level 1/Level 2/Level 3 of the extended hours enhanced service.

By signing this agreement the practice agrees to adhere to all the criteria stated in this enhanced service specification, and any associated action plan agreed between the practice and the PCT.

Principle Signature on behalf of the Practice:

Signature	Name	Date

Signature on behalf of the PCT:

Signature	Name	Date