

MIDDLESBROUGH COUNCIL

AGENDA ITEM 5

SOUTH TEES HEALTH SCRUTINY JOINT COMMITTEE

2 OCTOBER 2017

URGENT CARE SERVICES

PURPOSE OF THE REPORT

1. To present the committee with an outline of the meeting and introduce a number of health professionals who are in attendance to provide information.

BACKGROUND

2. As Members are aware NHS South Tees CCG implemented a new system-wide urgent care model following a comprehensive process of formal consultation. The new model was implemented on 1 April 2017. Following the procurement process Eston, Langbaugh, Middlesbrough (ELM) Alliance (the local GP Federation) was awarded the contracts for providing extended GP and out of hour's services.
3. Although confident in the professionalism and clinical competence of staff, South Tees CCG did have concerns about the management arrangements and robustness of the organisation's systems, processes and monitoring. Announced and unannounced visits were made by the CCG's quality improvement teams to provide support and gain further assurance around the quality of service delivery.
4. The Care Quality Commission (CQC) received some information of concern about the out of hours service and undertook an unannounced inspection of the service on 11 and 12 July 2017.
5. The CQC requested that a number of immediate improvements in relation to issues of governance, safeguarding and the provision of safe care and treatment be made. In light of the findings the service was placed in 'special measures' and will be re-inspected by the CQC in six months' time. A copy of the CQC inspection report is attached at Appendix 1.
6. South Tees CCG has advised that it has increased its scrutiny of the service and is overseeing a recovery plan produced by the provider. This scrutiny includes increased frequency of Contract Management Board meetings with ELM, the undertaking of further announced and unannounced assurance visits, and escalation of key issues to a Board to Board style meeting.

7. Given the involvement of the panel in the development of the Urgent Care Service and the importance of the service to South Tees residents it is imperative that a high quality service is delivered.
8. A number of representatives have been invited to attend today's meeting, as outlined below:-
 - Craig Blair, Associate Director, Commissioning, South Tees Clinical Commissioning Group
 - Dr J Walker, Chair of the CCG
 - Dr Teik Goh, Elm Chief Executive

RECOMMENDATIONS

9. That the Committee notes the information submitted at the meeting today and agrees if any further information is required at this stage.

BACKGROUND PAPERS

No background papers were used in the preparation of this report

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