



GOVERNING BODY

Agenda Item No.	08
Reference No.	IESCCG 19-63
Date.	26 November 2019

Title	Integrated Front Door Model at East Suffolk and North Essex NHS Foundation Trust	
Lead Director	Richard Watson, Director of Strategy and Transformation	
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Purpose	To consider extension and revision of the GP streaming service.	
Applicable CCG Clinical Priorities:		
1.	To promote self care	
2.	To ensure high quality local services where possible	X
3.	To improve the health of those most in need	X
4.	To improve health & educational attainment for children and young people	X
5.	To improve access to mental health services	
6.	To improve outcomes for patients with diabetes to above national averages	
7.	To improve care for frail elderly individuals	X
8.	To allow patients to die with dignity and compassion and to choose their place of death where appropriate	
9.	To ensure that the CCG operates within agreed budgets	
Action required by Governing Body:		
To endorse a decision taken by the Commissioning Governance Committee.		

1. Purpose

- 1.1 The purpose of this paper is to seek approval of the proposed new front door model at Ipswich Hospital - ESNEFT due to commence on the 1st November 2019. A number of meetings took place with representatives from ESNEFT, the GP Federation and CCG to agree the detail of the model including who would provide the service. The final financial discussions occurred between the CCG and the GP Federation once the final model was approved by the Integrated Care Board in Ipswich and East Suffolk.

2. Key points

2.1 *Model*

The new model is a shift to a different way of working, it brings together minor illness and minor injuries resulting in the majority of urgent care attendances being assessed and managed away from Emergency Care. The model builds on the expertise of primary care clinicians with access to diagnostics and the ability to link back out to community and General Practice.

The front door clinicians will include GPs and Emergency Nurse Practitioners (ENPs) working as part of a single team. The provision of the front door team has been matched to predicted demand and working towards guaranteed clinical cover throughout operating times. The new model will see a move away from the use of protocols and algorithms with support for the front door team to use their clinical judgement.

The service will be provided from Saturday – Sunday from 0900 – 2100 and Monday – Friday inclusive from 1600 – 2100 to support demand at the front door. A single clinician will cover the each shift. The provision of the front door team will have guaranteed cover at these times from the 1st February 2020.

It is recognised that this model will continue to evolve over time particularly as plans for the new ED build begin to take shape. In the meantime, this model is a positive initial step in moving towards a new way of working in partnership between ESNEFT and the GP Federation.

2.2 *Workforce*

The GP Federation will continue to provide the clinicians to support this new way of working.

An expected outcome of this model is that there will be an increase in the number of patients seen by the front door team compared to the current streaming model as a consequence it will have a more integrated and flexible operational and clinical model.

Whilst it is not possible to make an immediate switch to the new front door model by 1 November, the GP Federation and ESNEFT will work together to explore what steps can be taken in the meantime to improve shift cover until the 1st February 2020.

2.3 *Technology*

The GP Federation currently use the Community Module of SystmOne but are exploring utilising the Urgent Care module, which could be more suitable to support the requirements of ED reporting and the development of the streaming service going forward. The use of SystmOne will ensure clinicians have access to Primary Care patient records.

2.4 *Costings*

The proposed model as set out in section 2.1 = 749 appointments per month / 173 per week and costs £34,578 per month.

The cost to extend the contract is £587,826.84 for 17 months. This is a reduction in the current models costs by approximately £11,000 a month. (Current Model - Saturday – Sunday inclusive from 0900 – 2100. Monday – Friday inclusive from 1100 – 2100)

2.5 *Contract*

The contract extension will be until the 31 March 2021.

3. **Recommendation**

- 3.1 Via a virtual meeting held from 12-15 November 2019, the CCG's Commissioning Governance Committee approved the contract extension.
- 3.2 The Governing Body is subsequently asked to endorse the decision made by the Commissioning Governance Committee to extend the current GP streaming contract by 17 months.