

**better care by design**



## **Out of Hours Services in Buckinghamshire**

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## Out of Hours Service in Buckinghamshire

- Who Are Harmoni ?
- What services do we provide and where ?
- What do we do in Buckinghamshire today
- Future Service Developments



## Who Are Harmoni ?

- Provider of out of hours care to over 3m patients
- 6% of population covered
- Started as a GP Co-Operative in Harrow in 1996
- **HARrow Medics ON call Incorporated.**
- 150 GP's in original service
- Increased to nearly 400 GP's by 1999.
- Commercial organisation owned by over 600 GP's



## Service Provision and Locations

- New GP Contract in 2004
- Tendered for and won contracts for Out of Hours Services :
  - West Hertfordshire in October 2004
  - Buckinghamshire in November 2004
  - Wandsworth in November 2004
  - North Somerset in April 2006.
- GP Support to A&E Departments in West London
- GP Support to Prison Services.



## Buckinghamshire

- Provide Out of Hours Clinical Services across the County
- Call Centre in Manor House, Aylesbury – Call Handling & Triage
- Primary Care Centres (OOH GP Clinics) in Stoke Mandeville Hospital, Wycombe General Hospital, Amersham Health Centre and Buckingham Hospital – also bases for visiting cars.
- In Hours LinkLine Service.



# A Patients Journey

The current patient experience of Out Of Hours Care in Buckinghamshire

Patient Telephones GP surgery  
2 Possible outcomes

Call Harmoni OOH service

**(0845 450 2530)**

Advice call : NHSD On 0845 46 47

Patient contacts Harmoni A call handler will ask the patient for basic demographics and current symptoms

The patient will be passed on to a nurse or GP who will establish the patients medical need. There are 3 possible outcomes

Advice

Homecare Advise or see own GP  
A&E Referral  
Pharmacy referral

Primary Care  
Centre visit

The Patient is offered to attend a clinic and see a Doctor

SMH

WGH

AHC

Home Visit

A Doctor will visit the patient in order of clinical priority



Buckinghamshire		Target	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07
Call Volumes			9736	10724	8374	11514	11657	9018	9198	9353
<b>Quality Standards</b>										
1	Reporting on QRs for PCT	100%	100%	100%	100%	100%	100%	100%	100%	100%
2	% call information to practices by 8AM	100%	100%	97%	98%	99%	99%	99%	98%	99%
3	Special patient notes available	100%	100%	100%	100%	100%	100%	100%	100%	100%
4	Clinical Audit of patient contacts	100%	100%	100%	100%	100%	100%	100%	100%	100%
5	Patient experience audited	100%	100%	100%	100%	100%	100%	100%	100%	100%
6	Complaints handling	100%	100%	100%	100%	100%	100%	100%	100%	100%
7	Matching capacity to demand & contingency	100%	100%	100%	100%	100%	100%	100%	100%	100%
8a	% calls rang engaged	0.10%	0%	0%	0%	0%	0%	0%	0%	0%
8b	% calls abandoned	5%	3%	3%	5%	10%	4%	4%	6%	4%
8c	% answered in 60 seconds	95%	95%	92%	87%	81%	90%	91%	91%	90%
9a	% calls passed to 999 within 3 minutes	95%	100%	100%	100%	100%	100%	100%	100%	100%
9b	% calls triaged within 20 mins (urgent)	100%	100%	100%	100%	96%	87%	100%	100%	91%
9c	% calls triaged within 60 mins (routine)	95%	87%	93%	88%	68%	81%	81%	93%	90%
10a	% walk-ins passed to 999 in 3 minutes	95%	100%	100%	100%	100%	100%	100%	100%	100%
10b	% walk-ins triage complete within 20 mins	95%	100%	100%	100%	100%	100%	100%	100%	100%
10c	% walk-ins triaged complete within 60 mins	95%	100%	100%	100%	100%	100%	100%	100%	100%
11	GP cons available at all times & all places	100%	100%	100%	100%	100%	100%	100%	100%	100%
12a	% emergencies consulted within 1 hour	95%	91%	99%	98%	92%	96%	96%	100%	93%
12b	% urgents consulted within 2 hours	95%	98%	98%	97%	95%	98%	98%	97%	98%
12c	% routines consulted within 6 hours	95%	83%	100%	100%	100%	86%	86%	80%	100%
12d	% emergencies visited within 1 hour	95%	95%	94%	95%	92%	91%	91%	100%	98%
12e	% urgents visited within 2 hours	95%	99%	98%	100%	97%	97%	97%	98%	100%
12f	% routines visited within 6 hour	95%	100%	100%	100%	100%	100%	100%	100%	100%
13	Patient communication - special needs met	100%	100%	100%	100%	100%	100%	100%	100%	100%



# Feedback

Bucks 2006-2007 Month	Advice Visit/ PCC	Complaints		Mis c	% Receive d	Total Receive d	Complete d	Out standin g	Not upheld	Upheld	Uphel d in part	Ack 2 days	Complete d in 20 days	%Complete d in 20days
		Received	Received											
April	8458	2	2	2	0.05%	4	4	0	0	2	2	4	3	75.00%
May	7295	3	2	2	0.07%	5	5	0	2	3	1	4	2	40.00%
June	6232	3	2	2	0.08%	5	5	0	2	3	0	5	2	40.00%
July	7420	7	0	0	0.09%	7	7	0	1	1	5	7	6	85.71%
August	5782	3	0	0	0.05%	3	3	0	1	2	0	3	3	100.00%
September	6126	1	0	0	0.02%	1	1	0	0	0	1	1	1	100.00%
October	6258	2	0	0	0.03%	2	2	0	0	0	2	2	2	100.00%
November	6240	2	0	0	0.03%	2	2	0	0	2	0	2	2	100.00%
December	8675	5	0	0	0.06%	5	5	0	2	3	0	5	3	60.00%
January	6640	5	0	0	0.08%	5	5	0	0	1	4	5	1	20.00%
February	6483	5	0	0	0.08%	5	5	0	3	0	2	5	4	80.00%
March	6897	5	0	0	0.07%	5	4	0	3	1	0	5	4	80.00%
<b>TOTAL</b>	<b>82506</b>	<b>43</b>	<b>6</b>	<b>6</b>	<b>0.06%</b>	<b>49</b>	<b>48</b>	<b>0</b>	<b>14</b>	<b>18</b>	<b>17</b>	<b>48</b>	<b>33</b>	<b>67.35%</b>



# Feedback

SUMMARY OF COMPLAINTS	No.	%	Upheld	%	Inpart	%	Not	%
Difficulty accessing service (call centre)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Unhappy with GP advice/diagnosis	13	27.08%	2	11.11%	7	41.18%	4	28.57%
Delay in visit	8	16.67%	3	16.67%	3	17.65%	2	14.29%
Did not receive a visit	3	6.25%	2	11.11%	1	5.88%	0	0.00%
Attitude/manner	6	12.50%	1	5.56%	2	11.76%	3	21.43%
Delay in receiving GP/Nurse advice call	5	10.42%	3	16.67%	2	11.76%	0	0.00%
Did not receive GP/Nurse advice call	2	4.17%	2	11.11%	0	0.00%	0	0.00%
Unhappy with medication/prescription	5	10.42%	1	5.56%	2	11.76%	2	14.29%
PCC concerns	3	6.25%	2	11.11%	0	0.00%	1	7.14%
Unhappy with nurse advise/Triage	3	6.25%	1	5.56%	0	0.00%	2	14.29%
Misc	0	0.00%	0	0.00%	0	0.00%	0	0.00%
<b>Compliments</b>	<b>22</b>							
<b>Total</b>	<b>48</b>	<b>100.00%</b>	<b>17</b>	<b>35.42%</b>	<b>17</b>	<b>35.42%</b>	<b>14</b>	<b>29.17%</b>

## Future Developments

- Single Point of Access Service
- Ensure patients receive appropriate care from the most appropriate care team
- Saves time on referral / assessment process
- Reduces admissions to A&E
- Maximises Skills of Community teams
- Maintains patients safely in their own homes.
- Launching in phases with Phase One starting on 18<sup>th</sup> June 2007.



## Questions

