



City & Hackney
Urgent Healthcare
Social Enterprise

*A patient-centred service backed by
experience, passion and and purpose*

Access

Treatment

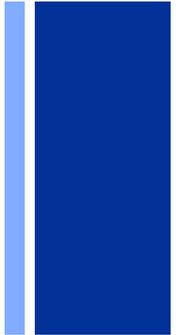
Advice

Right care
Right time
Right place

Annual Members Meeting
October 2017



ANNUAL MEMBERS MEETING



6:30 – 8:00 pm on Thursday 19th October 2017

in Conference Room, Education Centre,

Homerton University Hospital

Homerton Row, London E9 6SR –TBC



Thursday 19 October 2017

AMM Agenda

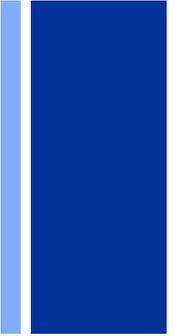


	Topic	Lead
1.	Introductions and Welcome	Dr Ben Molyneux, Chair
2.	Overview of the Year	Nigel Wylie, Chief Executive
3.	Quality Report	Dr Victoria Holt, Medical Director
4.	Annual Accounts	Nigel Wylie
5.	Appointment of Auditors	Nigel Wylie
6.	The Future of Urgent Care Services	Nigel Wylie
7.	The Future of CHUHSE	Dr Ben Molyneux and Nigel Wylie
8.	Members Questions	
9.	Any Other Business	



Introduction & Welcome

Dr. Ben Molyneux



+ Overview of the year

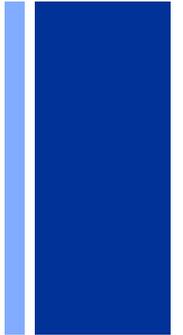
Nigel Wylie, Chief Executive

- We continued to improve our financial stability by:
- Containing costs particularly in use of external consultants and agency personnel
- Maximised contractual quality payment premium (10% of OOH contract)
- Relentless pursuit of quality, leading to:
- A rating of 'good' across all 5 key domains inspected by the CQC with and overall assessment of "good"
- Externally validated review of the clinical effectiveness of ParaDoc



Quality Report

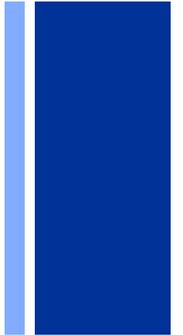
Dr Victoria Holt



- Quality reports to CCG cover aspects such as:
- NQR performance
- Compliments and complaints
- Clinical audit
- Patient feedback
- Prescribing data



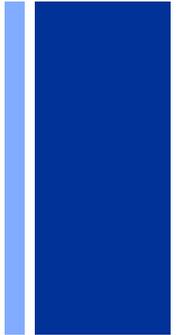
National Quality Requirements Performance



- These are an exacting set of service standards which accounts for just one of element of our quarterly Quality Report
- Full Compliance for the year in all standards
- NQRs 9&12 (Standards for clinician call backs to urgent and non urgent calls within 20mins and 60mins, and seeing patients face to face within 2hours or 6hrs) are particularly challenging
- These will be superseded by the new standards outlined in IUC service specification



Complaints and Compliments

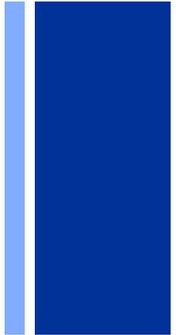


- 2 formal complaints
- 5 informal complaints
- 1 compliment to ParaDoc
- Multiple positive comments on PSQs (sample from Feb 2017):
 - *Receptionist was amazing – the whole service was impeccable. Long live the (free) NHS.”*
 - *”Lovely doctor and seen quickly”*
 - *“Great service”*
 - *“Fast, efficient, personable, [and] humane!”*

+ Patient Satisfaction Questionnaires

- Postal for phone advice only or visited patients. Handed out at reception. Results from Q4. KPIs 1-4.
- Are you or the patient satisfied with the medical advice and care received? [Very Satisfied and Satisfied] > 95%
- Did you or the patient have confidence in the staff treating and caring for you? [Yes Definitely and Yes to Some Extent] >95%
- How positively would you rate the intervention in addressing your concerns? [Very Good and Good] >95%

+ Clinical Audit



- Consultations worked 34067
- Consultations audited: 3424
- Clinicians who worked in this period: 115 (Inc. GPSTs)
- Excellent: 384
- Good: 2254
- Satisfactory: 505
- For reflection: 229
- Concern: 52

+ Prescribing KPIs

- National Priority Areas: Broad Spectrum antibacterial prescribing and NSAID prescribing
- Percentage of Cephalosporins, Co-amoxiclav and Quinolones (items) prescribing as a % of all antibacterial items to be less than or equal to 13%
- Ibuprofen and Naproxen (Items) as a percentage of all Oral NSAIDs to be greater than or equal to 90%

+ Training our Future GPs

HEE approval received June 2016. Report:

“Impression CHUHSE is extremely well organised and well run”

“Continue to provide high quality educational experience”

2016-17 Specialty Trainees trained:

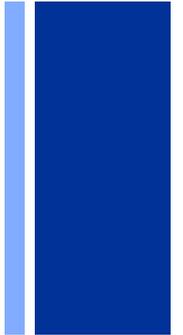
ST1s x 3

ST2s x 8

ST3s x 13

ST4s x 6

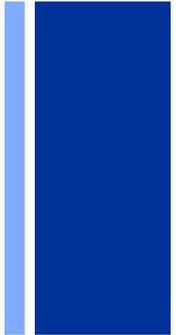
+ PARADOC



- 1542 referrals.
- 746 from the LAS (the highest LAS usage of any external ACP in London)
- 350 from Care Homes/similar instead of 999
- 446 from a wide range of HCPs that ParaDoc aims to support, including IIT; DNs; Duty doctors; Social Workers; Home Care workers; Geriatricians; Hatzola; St Josephs.
- ParaDoc analysis suggests 457 of these have likely resulted in an avoided admission, with 670 ambulance call outs also saved.
- ParaDoc analysis estimates this to represent an annual net NHS cost saving of £1.6M. (or £2.67 saved for every £1 invested)



THANKS!!!

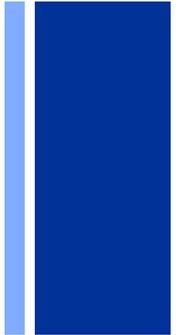


- Thanks to the Clinical team of GPs, the Education, Safeguarding and ParaDoc Leads, and the Audit Team for their hard work, flexibility and commitment to quality all year
- Thanks to the CHUHSE Admin team for the same plus loyalty in the face of uncertainty.



Annual Accounts

Nigel Wylie

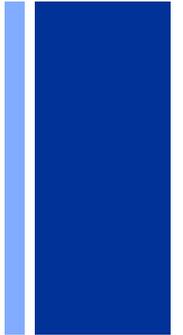


- Income increased by 5% to £2.81M from £2.67M in 2016
- Overall retained surplus for the year improved £91,062 (after tax) from £30,186 in 2016
- Reserves at the end of the year (March 2018) estimated to be £150,000 after the agreed provision of costs to allow solvent closure of the business at some stage
- Certain financial and governance functions (inc board) will be required to function post close of clinical operations



Annual Accounts

Nigel Wylie



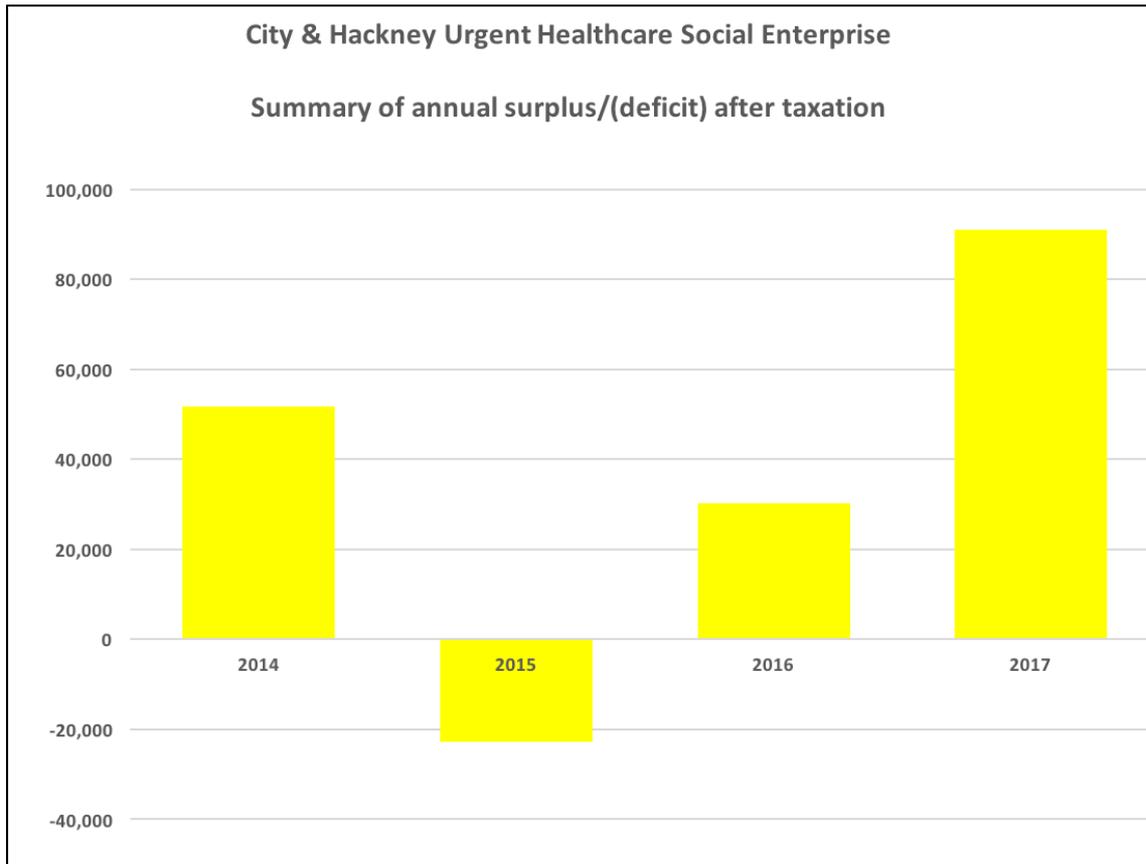
■ Income

- GP out of hours contributed to 75% of total income
- ParaDoc contributed to 21% of total income
- 4% was received from from commercial arrangements with local GP practices

■ Expenditure

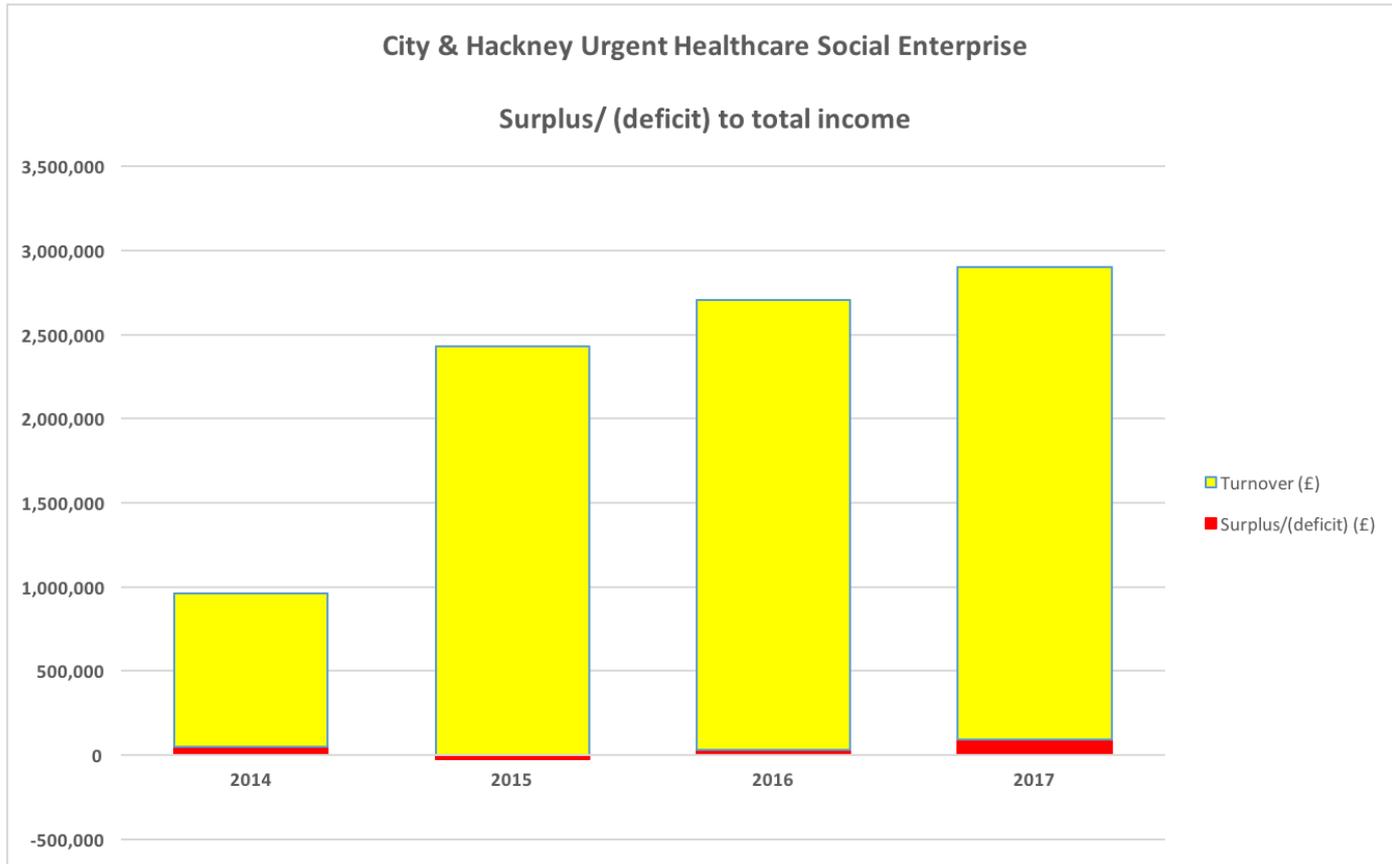
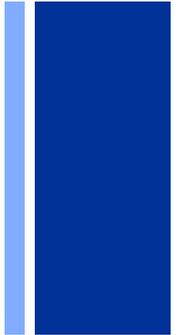
- 77% of total expenditure was direct clinical costs
- **Copies of the financial statements are available from carmen.roa@nhs.net**

+ Summary of annual surplus after taxation





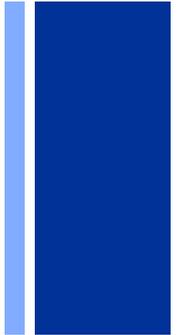
Year on year surplus/(deficit) to total income





Appointment of Auditors

Nigel Wylie

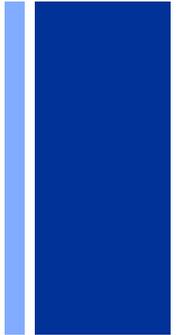


- We would ask members to ratify the Board decision to reappoint HBD accountancy services LLP for a further year.
- The decision is based on their knowledge of the sector and their trading history with CHUHSE and other mutual urgent care providers
- As they are a Liverpool based company we also believe they continue to offer value for money



The Future of Urgent Care Services

Nigel Wylie



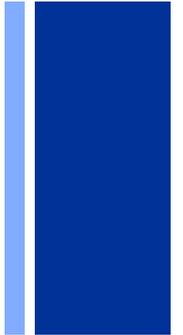
- North East London Integrated Urgent Care procurement
- Go live spring 2018
- Options appraisal for residual face to face clinical services currently being carried with a final decision expected by December 2017
- We believe there is a strong case for simpler improved access for those patients seek assistance for conditions they consider to be urgent
- This will mean greater collaboration and new ways of working

+ The Future of CHUHSE

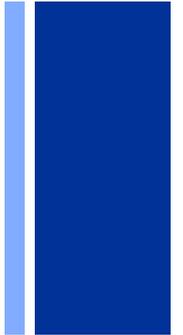
Dr Ben Molyneux & Nigel Wylie

- CHUHSE is coming to the end of its current contract for its GP out of hours service with City & Hackney CCG
- We are in the final stages of agreeing a one year contact extension which is the maximum they are allowed to offer
- In Spring 2018 the North East London Integrated Urgent Care service will go live
- Discussions are taking place around the immediate future of our residual face to face services
- Once we know more we will be calling an extra-ordinary members meeting

+ We're Proud of...



- Our local relationships
- Our clinical focus
- Our audit process
- Our people
- Our effective use of clinical resources
- Our contribution to providing care closer to home
- Our opportunity to serve the people of City & Hackney



“We continue to be pleased with the service provided our GP out of hours provider City and Hackney Urgent Healthcare Social Enterprise (CHUHSE)-a local social enterprise with good links to all of our GP practices and HUHFT [City & Hackney.]”

- CCG Annual Report 2015/16

+ Thank you.



Any Questions ?