

Agenda item: 16

Paper no: 14

Title of Report:	Primary Care Contracting Tracker Report March 2020	
Status:	For Decision/Note	
Committee:	PCCC – PART 1	Date: 13/03/2020
Venue:	NW Surrey CCG	

Presented by:	Helen Snelling, Head of Primary Care Contracting, Surrey Heartlands CCGs	
Executive Lead sign off:	Rachael Graham, Deputy Director of Contracts Non Acute and Primary Care	Date: 05/03/2020
Author(s):	Paul Coppini - Primary Care Contracts Manager Suzanne Case-Green - Primary Care Contracts Manager Gigi Langois-Pearson - Primary Care Contracts Manager Tina Sey - Primary Care Contracts Manager	

Governance

Conflict of Interest: The Author considers:	None identified	✓
	CONFLICT(S) NOTED Name(s) of individuals with conflict: Mitigating Action(s):	
Previous Reporting: (relevant committees/ forums this paper has previously been presented to)	PCOG December 2019/ January 2020 For decision and assurance	
Freedom of Information: The Author considers:	Open – no exemption applies. Part I paper suitable for publication.	✓

Executive Summary

As part of their delegated responsibilities the CCGs are required to monitor and manage contracts for the provision of essential and additional primary care services. Accordingly, all related contractual action and applications need to be considered by the Primary Care Commissioning Committee. This report provides a highlighted summary of such actions and/or applications to be considered at this meeting.

Working together across Surrey Heartlands

East Surrey CCG | Guildford and Waverley CCG | North West Surrey CCG | Surrey Downs CCG

For Decision:

North West Surrey CCG :

- None

Guildford & Waverley CCG:

- None

Surrey Downs CCG:

- None

East Surrey CCG:

- None

Surrey Heartlands:

- Interpretation & Translation – BSL Video on Demand.

For information/Assurance:

North West Surrey CCG:

- None

Guildford & Waverley CCG:

- None

Surrey Downs CCG:

- None

East Surrey CCG:

- None

Implications

What is the health impact/ outcome and is this in line with the CCGs' strategic objectives ?	<ul style="list-style-type: none">• Objective 1: Continue to work towards achieving sustainable systems• Objective 4: Support Primary Care Development in line with the NHS Long Term Plan• Objective 5: Safe, effective care providing the best possible health and care outcomes and patient experience
What is the financial/ resource required?	N/A
What legislation, policy or other guidance is relevant?	NHSE Directive/Policy GMS/PMS contracts and regulation
Is an Equality Analysis required?	
Any Patient and Public Engagement/ consultation required?	
Potential risk(s) ? (including reputational)	N/A

Recommendation(s)

To review and discuss the individual practice cases and consider the recommendations made by PCOG.

Next Steps

To complete actions as determined by PCCC.

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Primary Care Contracting Tracker – Part 1

March 2020 PCCC

Purpose of Report

As per the CCG's responsibility outlined in the Delegation Agreement with NHS England, commissioners are required to monitor and manage the contracts for the provision of essential and additional primary care services across Surrey Heartlands GP practices.

As per the national primary care contract regulations and guidance, the enactment of contractual action and/or the review and approval of applications for change/revision needs to be considered and agreed by the Primary Care Commissioning Committee (PCCC).

This report therefore highlights the contractual applications received and/or enacted in line with regulations and provides the information and assurances that the committee requires in order to adhere to their delegated obligations to make decisions.

This report has been separated into two sections:

Section 1 – Decision required by the committee

Section 2 – Information & Assurance provided

All cases/matters outlined in this report have been discussed and explored in detail at the Primary Care Operational Group (PCOG) Part 1 in order to make these recommendations to PCCC.

Section 1: - Decision required by PCCC

The following applications have been presented and reviewed by the PCOG committee and PCCC are asked to consider and ratify the recommendations:

East Surrey CCG

- None

Guildford & Waverley CCG:

- None

North West Surrey CCG:

- None

Surrey Downs CCG:

- None

Surrey Heartlands:

PCOG Date	21 February 2020 & 28 February 2020	Part 1		
PCCC Date	13 March 2020	Part 1 Surrey Heartlands Contract Tracker		
Prepared by	Gigi Langlois-Pearson			
Interpreting & Translation – BSL Video on Demand	Practice Code	PCN Name	Contract Type	List Size
	n/a	n/a	n/a	n/a
Summary:	<p>As part of the current contract with thebigword for Interpreting & Translation services at GP practices within Surrey Heartlands (01/10/2019 – 30/09/2024), British Sign Language Video on Demand is an option available for GP Practices as an alternative to Face to Face British Sign Language. (included in the ITT and contract).</p> <p>As the contract has been running for 5 months with all practices settled into using the service, it has become apparent that the ability to utilise the BSL video on demand service for patients who require an immediate appointment, home visits, care home visits and for conversations with front line practice staff would provide a more robust and inclusive service for these patients.</p> <p>Current face to face appointments require advance booking up to 14 days.</p> <p>The CCG is initialising pilot practices who are high BSL usage practices and it has been well received to date as it is very easy and with instant access to the service. CCG is also demonstrating the service at PM Forums for all CCGs and to individual practices when appropriate.</p> <p><u>BSL Video on Demand costs</u> Set up cost: £850 one-time cost. This provides unlimited licences across Surrey Heartlands GP Practices and access the service from as many devices as required in each practice. Cost per minute: £60 per call plus £2 per minute after 30 minutes</p> <p>* First 3 months face to face BSL cost was £16k. If that had been video - £7k with an average appointment time of 78 minutes.</p> <p><u>Availability</u> The service is available 24/7 and connects to a BSL interpreter within 40 seconds.</p> <p><u>Technical requirements</u> Requires a device with a camera, Ethernet, 3G/4G or Wi-Fi access. Can be used on desktop, laptop, ipad, mobile phone.</p>			

<p>Funding: Will additional funding be required? If yes, please indicate where/how this will be secured</p>	<p>Yes - £850 one-time cost. This provides unlimited licences across Surrey Heartlands GP Practices and access the service from as many devices as required in each practice. Cost per minute: £60 per call plus £2 per minute after 30 minutes</p> <p>However this will realise a cost savings for the overall interpreting service Ex: First 3 months face to face BSL cost £16k. If that had been video - £7k with an average appointment time of 78 minutes.</p> <p>Primary care funding?</p>		
<p>Any Consultation?</p>	<p>No – demonstrating at PM Forums and initialising pilot GP practices</p>		
<p>Attachments to review</p>	<p>No</p>		
<p>Entry on Risk Register</p>	<p>NO</p>		
<p>Entry on Issues log</p>	<p>NO</p>		
OUTCOMES & UPDATES			
<p>Recommendation to PCOG February 2020</p>	<p>To consider and recommend to PCCC to approve for additional service and cost of initialising the service</p>		
<p>PCOG Outcome of meeting February 2020</p>	<p>Two members of NWS PCOG raised a question around IT (webcam) availability for this service in practices. The One Domain PC rollout to all practices will enable practices with built in webcams and the CCG has some spare webcams for desktops which can be redistributed.</p> <p>All CCG PCOGs considered and agreed with proposal as it will provide enhanced and more inclusive service to patients and realise a cost savings to the CCG.</p>		
<p>Recommendation to PCCC Meeting March 2020</p>	<p>Recommend to approve BSL Video license purchase.</p> <p>Steps to implement service:</p> <ul style="list-style-type: none"> • ensure all practices have at least one device with webcam (link up with One Domain roll out and redistribute spare webcams for desktop devices where necessary) • Send APP link to all practices with step by step instructions • continue demonstrating service at PM Forums, etc. 		
<p>Outcome from PCCC (DATE)</p>			

Section 2: - Information & Assurance provided to PCCC

The following cases are presented to PCCC to enable oversight and provide assurance of ongoing review and action being undertaken by the Primary Care contracting team.

East Surrey CCG:

- None

Guildford & Waverley CCG:

- None

North West Surrey CCG:

- None

Surrey Downs CCG:

- None

Report ends

Authors
Primary Care Contracting Team