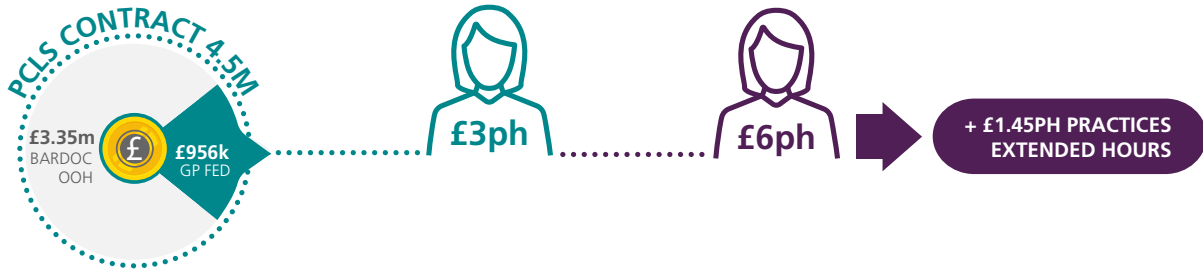


EXTENDED PRIMARY CARE (EPC) OVERVIEW

CURRENT PROVISION AND CONTRACTUAL REQUIREMENTS

FUTURE POSSIBILITIES



CURRENT CLINICAL SERVICE PER 1,000 PEOPLE



OOH?

URGENT CARE?

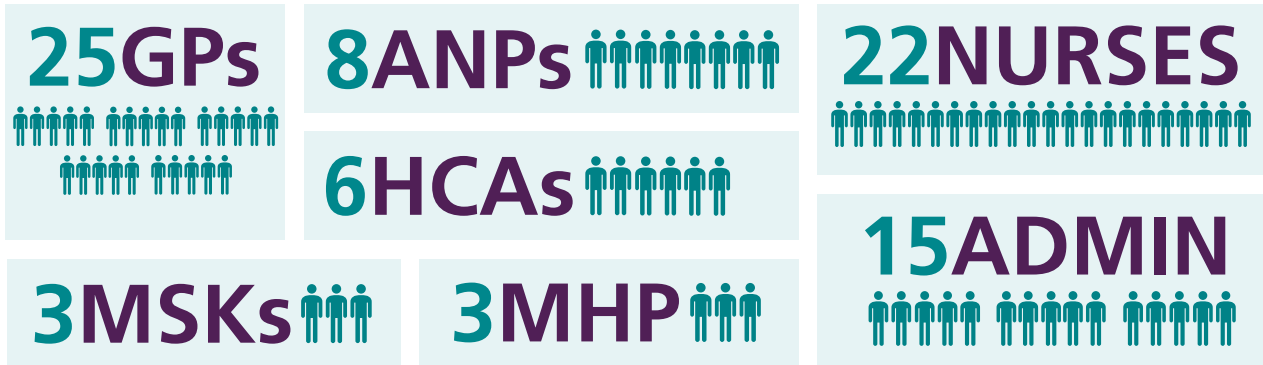
GP CO-OP MODEL OF DELIVERY?

Extended Primary Care

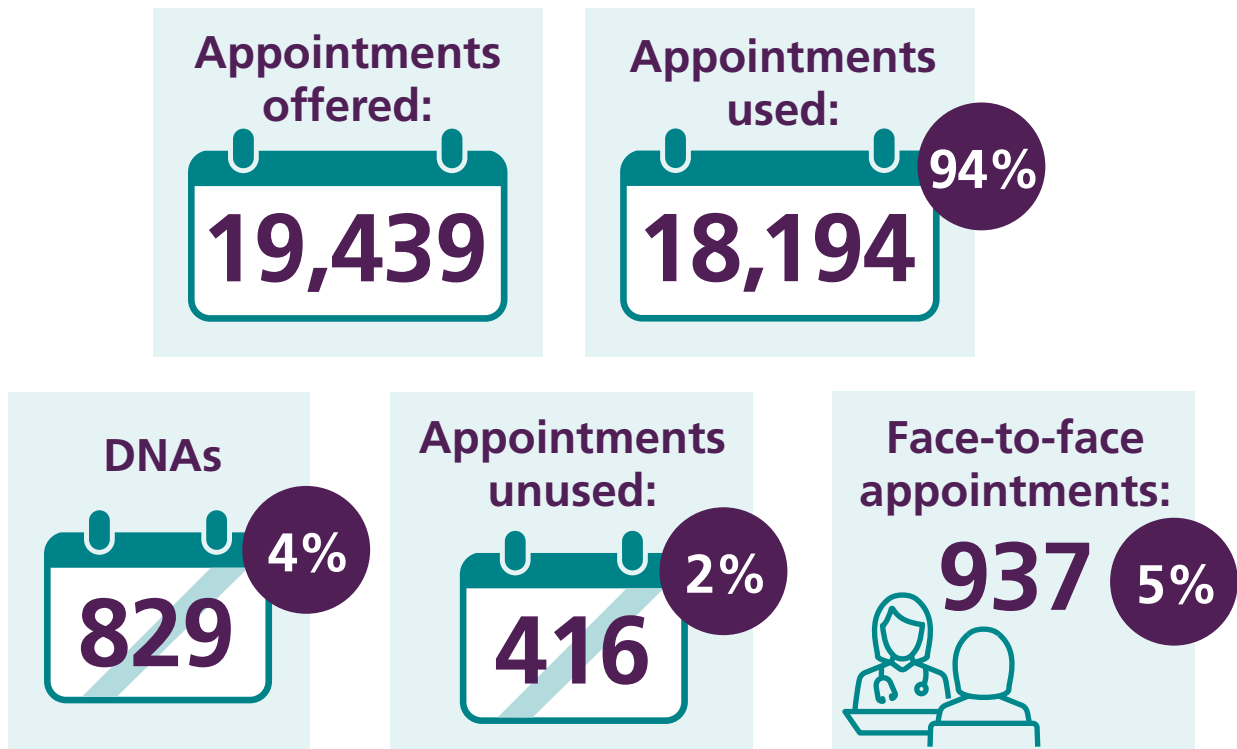


EXTENDED PRIMARY CARE (EPC) BOLTON GP FEDERATION STAFFING

The EPC service is currently running from Waters Meeting Health Centre, Royal Bolton Hospital and Winifred Kettle.



APPOINTMENT USAGE 2021-22



EXTENDED PRIMARY CARE (EPC) REQUIREMENTS IN DETAIL

CQC REQUIREMENTS

- Registered as Urgent Care Provider
- Inspection



SAFE

- Comprehensive quality assurance
- Site risk assessments
- Safety assessments
- Safety policies
- Safeguarding
- Communications/ lessons learned
- Responding to and meeting people's needs



EFFECTIVE

- Audit and service improvements
- Effective staffing
- Staff supervision/ appraisal
- Consent to care



RESPONSIVE

- Understanding needs of the population (skill mix)
- Timely access to services
- Concerns and complaints



CARING

- Patient feedback
- Interpretation services



WELL LEAD

- Clinical and organisational governance

PERFORMANCE MONITORING

Key performance information monthly:

- Full data set
- Planned care appointments usage split by GP practice
- Quality Data submission
- Staffing and skill mix six-monthly report
- Consultation audits
- Cancer audits
- PCLS monthly report

- Friends and Family
- % of available appointments booked
- DNA rate
- Incidents
- Duty of candour



EXTENDED PRIMARY CARE (EPC) REQUIREMENTS IN DETAIL

GOVERNANCE

- Clinical governance framework
- System patient experience
- Formal and process complaints
- Audit
- Business continuity plans
- Incidents/SUIs
- Risk register/management
- Feedback and lessons learned
- IG/toolkit level 2
- Caldecott guardian
- Clinical effectiveness
- Equality and diversity
- Clinical leadership



HR

- Rota
- Staffing
- Appraisal
- Professional development
- Contracts
- Induction
- Registration
- Training
- Mentorship
- Staff survey/ meetings
- DBS checks



IT

- Access to patient records for all practices using the service
- Shared access to multiple system licences across all sites (Federation costs)
- IT support OOH (BARDOC cost)
- IT equipment (BARDOC cost)
- Telephony



EXTENDED PRIMARY CARE (EPC) EARLY CANCER DIAGNOSIS

Early cancer diagnosis: safety netting

Safety netting has many elements and is an important way to ensure that patients are followed up in a timely fashion. Safety netting has been defined as ensuring:

- **Attendance at appointment following urgent referral for suspected cancer**
- **The results of investigations are received and acted upon promptly**
- **That people with a symptom that is associated with an increased risk of cancer but who do not meet the criteria for referral or investigation are reviewed appropriately**

AIM:

To ensure that patients referred under 2 week wait (2ww) are given the information about the importance of attending appointments and systems are in place to check they have attended the appointment.

CRITERION:

All patients referred under 2ww should have the information about the importance of attending the appointment and systems are in place to check they have attended the appointment.

STANDARD:

100%

DATA GATHERING

A search was done on our 2ww referrals between April and July 2021. The clinical lead went through the patient records and collected information regarding safety netting and attendance.

RESULTS

Total number of patients referred under 2ww: 15

Evidence of safety netting: 1/15

DNAs: 0

DISCUSSION

This audit shows we need to improve our safety netting. Fortunately, on this occasion all patients attended their appointment. The audit findings were discussed at the EPC meeting.

ACTIONS

- 1** All patients referred under 2ww will be sent a leaflet explaining the importance of attending appointment. This will be carried out by the admin team at the GP Federation.
- 2** We will make the 2ww referral template available to all GPs so we have a standard template which checks the patient's availability for a 2ww appointment.
- 3** Re-audit in a year.

