

# HOSC/13/19

**Committee** Health Overview Policy and Scrutiny

**Date** 22 May 2019

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## North East Essex Clinical Commissioning Group – Care Navigation Systems

At the February 2019 meeting the Committee discussed the development of care navigation systems in primary care with representatives from North East Essex CCG and Anglian Community Enterprise. The latter had introduced a care navigation system in some GP surgeries in the Clacton area and this was used as a case study on which there was specific discussion on some issues arising from the introduction of that system. A link to the meeting papers is here [February 2019 HOSC meeting papers](#).

An extract of the minutes recording the discussion at the February meeting is reproduced in **Appendix A** overleaf. CCG representatives agreed to provide a written response providing some further information as recorded in the minutes and reproduced below.

- Why was ACE the only bidder for the service?
- Had the CCG considered briefing the HOPSC any earlier regarding some of the issues with the introduction of the care navigation system?
- What would the CCG do differently if introducing similar care navigation systems elsewhere in future?
- What targets are being set for ACE?

The CCG response has been received in the form of a letter to the HOSC Chairman and is attached (**Appendix B**).

Councillor Brown will also be able to update the Committee on discussions at recent North East Essex CCG Board meetings on issues around the introduction of the care navigation system in the Clacton area.

### Recommendation:

- (i) To consider the further information provided by North East Essex CCG; and
- (ii) Whether operating issues and challenges have been adequately recognised and mitigated and that lessons have been learnt for the development of other care navigation systems in the CCG area.

**Extract of the minutes of the meeting of the Health Overview Policy and Scrutiny Committee held in Committee Room 1, County Hall, Chelmsford, CM1 1QH at 10.30am on Wednesday 6<sup>th</sup> February 2019**

Agenda item 4

**North East Essex CCG - Update**

The Committee considered report HOPSC/05/19 providing an update on the following:

- Development of urgent treatment service – progress update (HOSC/05/19(i))
- Community Beds – status report (HOSC/05/19(ii))
- Use of Care Navigation Systems (HOSC/05/19(iii))

Present at the meeting were:

- Ed Garrett, Interim Accountable Officer, North East Essex CCG
- Morag Kirkpatrick, Interim Head of Urgent Care, North East Essex CCG.
- Chris Howlett, Programme Director, North East Essex CCG
- Jayne Hiley - Director of Operations and Quality, Anglian Community Enterprise.
- Dr Vaiyapuri Raja, Anglian Community Enterprise and practicing GP.

At the invitation of the Chairman, Councillor Harris led the member discussion on items 4(i) and 4(ii) below and Councillor Sargeant for item 4(c) below.

*[Minute for item 4(i) and 4(ii) omitted]*

**(iii) Use of Care Navigation Systems**

During the discussion the following was acknowledged, highlighted and/or noted:

- (i) There were significant challenges facing Primary Care in the north east of the county with significant increases in demand exacerbated by recruitment issues.
- (ii) The CCG was keen to focus on improving the signposting of services to further manage the demand pressures on GPs in particular.
- (iii) The CCG was in discussions with the Local Medical Committee to look at extending GP appointment times
- (iv) A care navigation system had been introduced for four GP practices in

Clacton to try and improve signposting people to the most appropriate service to address their need. Care algorithms were used by call handlers to assist signposting supplemented by on-site access to a GP, advanced clinical practitioner or off-site duty doctor.

- (v) The care navigation system in Clacton was taking approximately 750 calls a day through 30 telephone lines as opposed to the typical 2-3 at individual GP practices elsewhere. A significant number of calls were prescription-related.
- (vi) The CCG and provider were in the early stages of fully evaluating the care navigation system in Clacton although early evidence suggested it had assisted better signposting to services. Overall 90% of calls had been answered within 20 minutes and that situation had further improved in recent weeks. Early indications also suggested some GP time had been freed-up to allow for longer individual consultation times.
- (vii) The CCG would continue to encourage further collaboration between different GP practices.
- (viii) Local members suggested that there could be further improvements made to dispensing prescriptions and repeat prescriptions and further raise awareness about the importance of cancelling no longer needed appointments and how to do it. The provider was considering the introduction of text reminders for appointments.
- (ix) It was mentioned that ACE was given a 10-year contract as this promotes stability for the provider to deliver effective change.

#### Conclusion:

The Chairman thanked those in attendance. The CCG was requested to provide written answers to the following questions raised by local members in connection with the care navigation system:

- Why was ACE the only bidder for the service?
- Had the CCG considered briefing the HOPSC any earlier regarding some of the issues with the introduction of the care navigation system?
- What would the CCG do differently if introducing similar care navigation systems elsewhere in future?
- What targets are being set for ACE?