This service specification relates to the support that ELR GP Federation Ltd (‘the federation’) will provide to Kingsway Surgery on behalf of East Leicestershire and Rutland Clinical Commissioning Group (ELR CCG) (‘the commissioner’) starting from 10th April 2017 to 10th August 2017 (4 Months) *however as per Section 10 (Notice period) both parties can give notice for cessation of services under this service specification*.

Practice Details:

Services to be provided at:

|  |  |
| --- | --- |
| Main:Kings Way Surgery, 23 Kingsway, Narborough Road South, LE3 2JN | Branch:N/A |

|  |  |
| --- | --- |
| **1** | **ELR GP Federation Ltd Obligations** |
|  | The Federation will support Kingsway Surgery in providing Clinical Services detailed within this specification. The GMS Contractual obligations still sit with Kingsway Surgery. |
| **2** | **Treatment at the practice premises**  |
|  | The Federation will support Kingsway Surgery in providing Services at the identified Practice Premises to:1. Registered Patients (except where stated to the contrary in respect of particular services) who have booked an appointment to see a clinician at the practice premises; and
2. Temporary residents who have booked an appointment to see a clinician at the practice premises.
 |
| **3** | **Essential & Additional Services** |
|  | The Federation will support Kingsway Surgery in providing a Clinical Top Up Service to improve access and ensure core services are provided throughout core hours as determined in the NHS General Medical Services Regulations 2004 and subsequent amendments. |
| **4** | **Home visits** |
|  | The Federation will support Kingsway Surgery in providing home visits for all Patients on the identified list during Core Hours within the identified Practice Area as the Federation deems clinically appropriate. This shall include Patients residing within care homes; The provider will ensure:1. Registered Patients are informed of the timescale in which they will be visited if the agreed visit is delayed; and
2. Visits are made according to clinical need as determined by GP acting in accordance with Good Clinical Practice.
 |
| **5** | **Opening Hours** |
|  | The Federation will support Kingsway Surgery during Core Opening Hours (8am to 6.30pm) and also support Kingsway Surgery during any Extended Opening Hours.  |
| **6** | **Patient Access** |
|  | The Federation will support Kingsway Surgery in providing a multi-disciplinary service led and supported by GPs, as part of the integrated service delivery.The Federation will support Kingsway Surgery by providing ;GP Sessions - 18 Sessions to be provided per week (1 GP Session will be 4 hours) which will consist of 16 face to face appointments (10mins), 5 telephone Calls and a fair share of prescriptions/tasks/paperworkNurse support - 30 hours per week. The nurse will support patient with Chronic disease management and Long Term Conditions.Emergency Care Practitioners (ECP) - 9 Sessions per week. If ECP is employed during the week for 9 Session then GP Sessions will reduce to 9 Sessions per week. ECP role will be to assess patients, plan and manage their care with a range of minor illnesses and injuries**.** The Federation will support Kingsway Surgery in providing sufficient capacity as regards appointments and skill-mix across core hours and must:1. commence treatment of patients potentially suffering from immediate and life-threatening conditions as soon as they present to the Practice
2. ensure emergency GP appointments are made available on the same day, where clinically indicated;
3. ensure appointment lengths are tailored to meet the clinical needs of patients.
4. ensure a routine/non-urgent GP appointment is made available within 48 hours.
5. ensure a routine/non-urgent appointment with a nurse or any appropriate Health Care Professional within 24 hours;
6. provide urgent phlebotomy appointments within 1 working day and non-urgent phlebotomy appointments within no more than 5 working days;
7. provide appointments that can be booked at least 4 weeks in advance.
8. ensure patients are able to book and cancel appointments on-line;
9. ensure patients are able to request and repeat prescriptions within 3 working days, including a facility to request repeats on-line;
10. provide access for patients within the health community, e.g. the community nursing service;

**The Federation and Kingsway Surgery will need a degree of flexibility in providing the support so the service specification is not prescriptive as to when the sessions will be provided. The sessions will augment the current sessions being provided.**  |
| **7** | **Long Term Condition Management**  |
|  | For the purposes of this paragraph, “Long Term Conditions” (LTC) shall be deemed to be those conditions that cannot at present be cured but which can be controlled by medication and other therapies.The Federation will support Kingsway Surgery in proactively identify through providing Clinical Support and managing patients at risk of developing long term conditions to:* + 1. ensure LTC management aligns with care pathways that are being developed by the CCG
		2. ensure all patients identified with two or more LTC have an identified clinical lead, who will be responsible for ensuring care is co-ordinated and were appropriate an integrated care plan is in place
		3. have in place effective call and recall systems to manage Registered Patients with long term conditions
		4. make effective use of computer disease management templates;
		5. provide information about, and access to, self-management programmes for Patients with long term conditions where clinically appropriate
		6. provide information and advice to Patients on self-monitoring for long-term conditions where this is clinically appropriate.
 |
| **8** | **Kingsway Surgery Protocol and Policies** |
|  | The Federation will follow all protocols and policies of Kingsway Surgery.  |
| **9** | **Staff** |
|  | The Federation will support Kingsway Surgery in ensuring qualified and experienced staff are supporting the practice in line with the service specification.The Federation is required to complete all necessary pre-employment checks including GMC Registration Check, NMC Registration Check, DBS Check and Safe Guarding Training. This will need to be provided to the practice in a timely manner.  |
| **10** | **Notice Period** |
|  | The Federation or ELR CCG shall give 4 Weeks’ notice for the cessation of Clinical Support to Kingsway Surgery. The Federation may be required to continue for a period of 4 weeks following cessation of Clinical Support to Kingsway Surgery to enable ELR CCG put in place alternative arrangement if required. |
| **11** | **Finance - Payment Schedule 1** |
|  | **Payment Information**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Weekly  | Monthly Costs |
| Gp Sessions | 18 sessions per weekbased on £110 per hour | £7920 per week | £31,680 |
| Nurse support | 30 hours per week18.00 per hourChronic disease management specifically Diabetic Care. | £540 per week | £2160 |
| ECP | 45.00 per hourThis could reduce the GP sessions down by 9 sessionBased on 37.5 hours per week | £1687 Per week | £6748 |
| Total weekly cost with no ECP  | £8460 | £33,484 |
| Total weekly support with ECP  | £6187 | £24,748 |

The Federation and Kingsway Surgery will need a degree of flexibility in providing the support so the service specification is not prescriptive as to when the sessions will be provided. The sessions will augment the current sessions being provided. The aim of the nurse support will be to provide chronic disease proactive management of patients on the Practices disease registers. The ELR CCG will pay the Federation the Monthly Payment as calculated in Schedule 1 by BACS by the 20th day of each Contract Month. **The Federation will send weekly activity information to ELRCCG.** |

**Signatures of the Parties to the Service Level Agreement:**

By: ……………………………………………. Tim Sacks (Full Name)

Title: Chief Operating Officer

**East Leicestershire and Rutland Clinical Commissioning Group**

Date of Signature……………………………

By:  James Watkins (Full Name)

Title: Chief Operating Officer

**ELR GP Federation Ltd**

Date of Signature: 26th April 2017