



ADULT SERVICES AND HEALTH COMMISSION 11 September 2006

Report of the Director of Corporate and Adult Social Services

OUT OF HOURS CALL HANDLING and Triage Services – RESPONSE OF THE PCTS TO COMMISSION'S RECOMMENDATIONS

RECOMMENDATION

1. To note the positive response of the Central and Greater Derby PCTs to the Commission recommendations on Out of Hours Call Handling Contract.

SUPPORTING INFORMATION

- 2.1 Health bodies are required to consult overview and scrutiny committees on any proposals they may have to substantially change their services. At the last meeting the Commission received a presentation from John Hutchison Primary Care Manager, Out of Hours at the Central and Greater Derby PCTs on the proposal by the PCTs to change the Out of Hours Call Handling and Triage contract to improve services for Derby residents.
- 2.2 Members considered the proposed changes to the contract and made a number of recommendations which they believe will further improve the outcomes for Derby people. The attached letter gives the PCTs' response to the recommendations.

For more information contact: Mahroof Hussain 01332 255597 e-mail

Mahroof.hussain@derby.gov.uk

Background papers:

None

List of appendices:

Appendix 1 - Implications

Appendix 2 – Letter from central and Greater Derby PCTs

IMPLICATIONS

Financial

1. None arising from this report.

Legal

2. The Local Authority (Overview and Scrutiny Committees Health Scrutiny Functions) Regulations 2002 require local NHS bodies to consult their overview and scrutiny committees on any proposals for substantial development or variation in the provision of their service.

Personnel

3. None arising from this report.

Equalities impact

4. Effective scrutiny is to the benefit of all Derby people.

Corporate Priorities

5. This report links with Council's priority for 2006-09 to build healthy and independent communities, by:
 - improving the health of our communities

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Primary Care Trust

Greater Derby 
Primary Care Trust

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Our ref: JH

27 July 2006

Mahroof Hussain
Overview and Scrutiny Co-ordination Officer
Corporate Services Directorate
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Corporation Street
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Dear Mahroof

Re: Out of Hours Call Handling and Triage Tender

With reference to your letter of 21st July following the Adult Service and Health Commission meeting, I would like to update you on progress since the meeting and respond to the recommendations from the committee. The first recommendation 1 from the committee referred to offering callbacks where appropriate. We have now included in the service specification for the tender the following wording:

"In the event of a patient requesting to be called back from a public phone box, the provider will comply with the request."

In relation to recommendation 2 that the new service should be introduced as early as possible, I have passed this comment on to the members of the tendering group and to Trish Thompson the director from Central and Greater Derby PCT who is responsible for this project. As I indicated at the meeting no definitive date has been set for the implementation of the service, and practical operational issues will need to be taken into account as well as the special pressures that are on the health service during December and January.

Ali Naqwi, Chairman - Greater
John Beswarick, Chairman - Central

Chief Executive: Prem Singh

Mahroof
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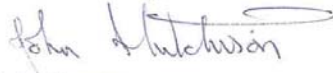
We will however, be looking to introduce the new service at the earliest opportunity. I will update you when we have a clearer idea of when the new service will begin.

Recommendation 3 we are happy to comply with and will ensure that the committee receives an update report about the improvements to the service at a period after it has been implemented.

I also have news relating to the issue of GPs having a system that automatically transfers calls to the out of hour's provider. This issue was raised at the Southern Derbyshire Urgent care Network Board, and they agreed in principle to having a common system of automated call transfer from GP surgeries to the OOH call handling service.

Please let the committee know of the progress on these issues and let me know if they require any further information.

Yours sincerely



John Hutchison
Primary Care Manager (Out of Hours)
Greater and Central Derby PCTs