

Out of Hours Update

The most recent meeting was held on 22nd April, 2016:

1. Update- Interim Changes to OoH Service

- a. The interim changes to the OoH service will take effect from Friday 6th May.
- b. The changes include a new booking in system, removal of the mobile phone, removal of the Tues/Thurs PM sessions, a 4 hr session on Sat/Sun/BH and a slight increase to the hourly sessional rate.
- c. It was agreed by the group that the OoH data collated during this interim period will be monitored closely particularly with the transfer of the In Hours Access Service to CDS to see the impact this may have on the number of patients accessing the OoH service.
- d. This information will be fed into the OoH working group at each subsequent meeting to inform decision making/requirements of the new model.

2. Discussion- Future OoH Model

- a. Agreed that the OoH working group will continue to meet on a monthly basis
- b. 3 practices have withdrawn from providing the OoH service, a number of others have agreed to continue providing the service until a new model is introduced.
- c. A potential risk to the service is that more practices 'withdraw' from the rota, this will have detrimental effect on the provision of Dental OoH therefore it is imperative work continues to implement a new model.
- d. Through the EOI exercise, there was insufficient interest from practices to cover the additional sessions required over the weekend period, the additional sessions are required to meet patient demand over the weekend. If practices feel unable to deliver the service under a new specification, consideration may have to be given to remove the service from general practice.
- e. In the meantime and while we await data coming in from the 6th May, Kim Dunn will begin to identify and consider alternative/suitable venues to deliver the OoH service and bring this information to the OoH working group for discussion.
- f. It was agreed that a letter should be sent to the existing OoH providers, firstly to thank them for their continued support in providing the service during this period of change and

to also ask for their feedback on the changes being made to the service from the Friday 6th May. Whilst this will be useful information to have and can feed into discussions within the OoH working group, it may also help prevent any further practices withdrawing from the service if they feel they are able to have an input and/or have any issues they have listened to. It was also agreed to ask for information on the numbers of patients attending OoH that actually required 'urgent' care.

3. 111 Update

Lindsay Davies confirmed she will provide regular updates on developments with the 111 project.

4. Next Meeting

Friday 20th May 2016