

REPORT TO

HEALTH AND ADULT SOCIAL CARE SCRUTINY BOARD

20 January, 2020

Subject:	SWB CCG Commissioning of Minor Surgery and Non-Obstetric Ultrasound Scan (NOUS) Services
Director:	Angela Poulton, Deputy Chief Officer – Strategic Commissioning and Redesign
Contribution towards Vision 2030:	
Contact Officer(s):	Hazel Barnes, Executive Assistant, SWB CCG - 0121 612 2772

1 PURPOSE OF THE REPORT

- 1.1 To provide feedback on the outcome of the public engagement undertaken regarding the future commissioning of Minor Surgery and Non-Obstetric Ultrasound Services.

2 BACKGROUND AND MAIN CONSIDERATIONS

- 2.1 On 17th June 2019 the Committee were advised of the two listening exercises that the CCG were undertaking (Monday 3rd June - Friday 28th June 2019) regarding Minor Surgery and Non-Obstetric Ultrasound (NOUS) services.
- 2.2 The Minor Surgery contract was coming to the end of its term and following a service evaluation the Strategic Commissioning and Redesign (SCR) Committee agreed that this service would no longer be commissioned for the following reasons:
- The way the service was commissioned does not form part of a joined-up patient journey;

- The CCG could no longer financially sustain this service in the interests of protecting the public purse and using every pound wisely, and;
- The driver to support Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients.

- 2.3 The CCG has the statutory responsibility to ensure Minor Surgery provision for the 19 GP practices (14 of which are Sandwell practices) that did not sign up to the Minor Surgery GP Direct Enhanced Service (DES) during 2018/19.
- 2.4 With regards to NOUS, the current provider served notice on the CCG saying that this contract does not fit with its strategic priorities requiring the CCG to seek alternative provision for its patients.
- 2.5 This presented the opportunity for SWB CCG to hold a separate listening exercise in relation to each service to seek views and experiences by engaging with patients, their carers, local communities, general practice and members of the public to help shape Minor Surgery and NOUS services in the future.
- 2.6 The approach to the engagement was through a variety of methods including:
- Mailings by Post and Electronic
 - Public meetings x 3
 - Presentations
 - Online survey
 - Offline survey in paper format with a freepost envelope
 - CCG Website
 - CCG Twitter
 - CCG Facebook

3 **OUTCOME OF THE PUBLIC ENGAGEMENT**

3.1 **Minor Surgery**

3.1.1 Based upon the feedback, the factors that matter most about this service to local people are as follows:

- **Venues** - to be given a choice of venues and information on where those are located and how to get to them i.e. transport links and maps of location

- **Appointments** - to be given a choice of times and flexibility such as evenings and weekends
- **Communication and Information** - patients to receive information before the appointment in relation to the procedure either for themselves or the person they are caring for; an explanation as to what is about to happen or be undertaken during the procedure; information to be given as to how to look after yourself following the procedure.
- **Waiting Times** - to be seen quicker especially if in pain.
- **Quality Service** - to receive a high-quality service from trained and competent health care professionals.

3.1.2 The Minor Surgery Listening Exercise Engagement Feedback report is attached in Appendix 1.

3.1.3 The CCG's SCR Committee received the engagement report and gave due consideration to the feedback in prior to agreeing the proposed future Minor Surgery service provision.

3.2 NOUS

3.2.1 Based upon the feedback, the factors that matter most about this service to local people are as follows:

- **Venues** - to be given a choice of venues and information on where those are located and how to get to them i.e. transport links and maps of location
- **Appointments** - to be given a choice of times and flexibility such as evenings and weekends
- **Communication and Information** - patients to receive information before the appointment in relation to the scan they are having done and why it is require; an explanation of how the scan will be carried out and how to dress for this; an indication given as to when results can be expected of the scan by the patients' GP.
- **Waiting Times** - to be seen quicker and happy to travel a little further if seen sooner.
- **Double Scanning** - no double scanning, having a scan first in the community, then in the hospital meaning double the cost and wasting time.
- **Quality Service** - to receive a high-quality service from trained and competent health care professionals in this speciality.
- **Results of Scan** - to be received in a timely manner, results to be transferred between community and hospital providers so dependent on where patient needs to go next the results will be there already, patients to take away a copy of their scan results.

3.2.2 The NOUS Listening Exercise Engagement Feedback report is attached in Appendix 2.

3.2.3 The CCG's SCR Committee received the engagement report and gave due consideration to the feedback in prior to agreeing the proposed future commissioning of NOUS service provision.

4 **CURRENT STATUS**

4.1 **Minor Surgery**

4.1.1 The contract with the previous provider ceased in September 2019. Based on patient choice, patients requiring the service can choose to be treated by either:

- their GP where they have signed up to the Minor Surgery GP Direct Enhanced Service (DES) in 2019/20
- any provider (NHS or independent sector) listed on the Electronic Referral System.

4.2 **NOUS**

4.2.1 The contract was due to cease at the end of July 2019 but has been extended to allow time for the commissioning process to complete.

4.2.2 Following the listening exercise, the service specification has been refreshed with the input of Dr Saj Sarwar. The service was put out to tender on 14th October 2019 following a market engagement event that was held on 1st October 2019. The tenders are currently being scored with the process due to end in mobilisation of the successful bidder in May 2020.

5 **CONCLUSIONS AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS**

5.1 The Health and Scrutiny Committee:

- Note the outcome of listening exercise for Minor Surgery and NOUS, and the issues that matter most to local people who engaged in the process;
- The current service provision commissioned for Minor Surgery by GPs and NHS/independent providers listed on the NHS Electronic Referral System since September 2019; and

- The procurement underway to commission the future NOUS service, and the service to be delivered by the winning bidder to be mobilised by May 2020.

6 BACKGROUND PAPERS

- 6.1 Minor Surgery and Non-Obstetric Ultrasound Scan (NOUS) Service Listening Exercise Engagement – 17 June 2019

7 APPENDICES:

Appendix 1: Minor Surgery Listening Exercise Engagement Feedback Report

Appendix 2: Non-Obstetric Ultrasound Scan (NOUS) Listening Exercise Engagement Feedback Report

Angela Poulton

**Deputy Chief Officer – Strategic Commissioning & Redesign,
SWB CCG**