

## Appendix 6

### Enhanced Primary Care Homes Locally Commissioned Service – Survey 2018

#### 1. Executive Summary

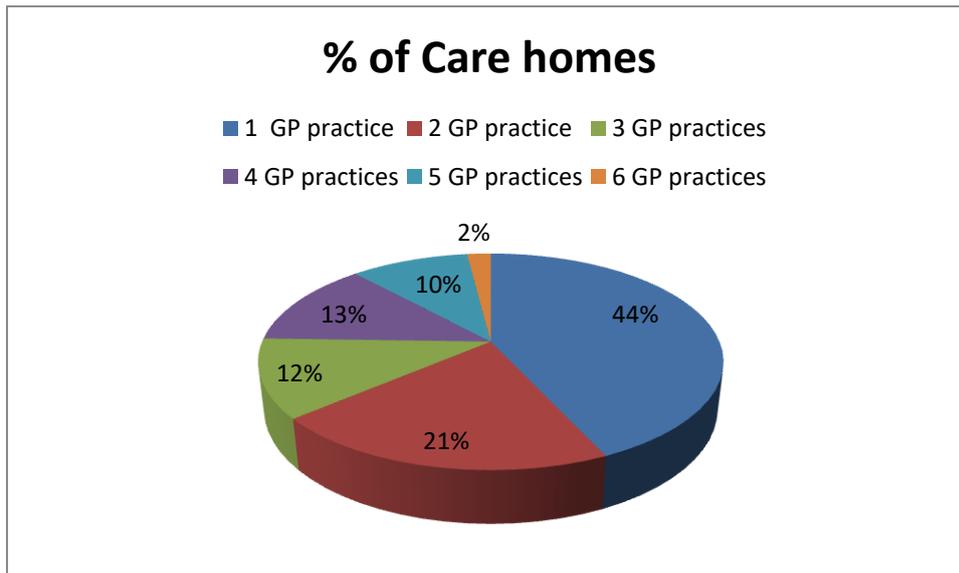
The following report summary is a review of the GP Enhanced Primary Care Service across a sample of Care Homes contracted with Wirral CCG and Wirral Borough Council. The GP Enhanced Primary Care Service has been in operation since April 2017 and is due to be renewed in April 2018. There are a total of 2,873 registered beds accessible to provide support to Older People on the Wirral. Out of the total number of beds the GP Enhanced service supports 1,092 patients. The remaining beds not in contract for the enhanced GP service is a total of 1,781.

#### 2. Methodology

2.1. A survey was carried out to sample the current effectiveness of the service being received and to assess if the current contract requirements are being delivered to care homes. The sample size was 21 Care home of which 17 responded. This was an 81% return which is deemed to be a credible analytical sample size. The survey used two sets of data. Data from the CCG contract lead which related to the 52 contracts in place with GP surgeries and the Survey of Care homes. The Survey captured feedback relating to specific key requirements of the contract.

#### 3. Current Service utilisation

- **69%** of Wirral Contracted Care Homes are currently identified as having Enhanced Primary Care Service as of November 2017 for a proportion of their overall bed occupancy.
- Total number of patients in receipt of the service is **1,092**.
- 36 GP practices are currently in contract to provide the service to care homes within Wirral.
- **44%** of care homes are currently receiving the Enhanced Primary Care service from a single GP provider.
- **56%** of care home providers are receiving the service from multiple GP practices as per breakdown below;



#### 4. Requirements of the GP enhanced service contract and actual practice.

##### 4.1. Care home knowledge of requirements

- **88%** of care Home Managers were aware that a weekly GP ward round is required as part of the service, however this is the only part of the service they are aware of
- **100%** of care Home Managers were unaware of what was included in the Enhanced Primary Care Service apart from a weekly ward round.

##### 4.2. Provide a weekly ward round in care homes A GP (minimum attendance once monthly) or a Nurse Specialist from the practice will attend the home on a weekly basis.

- **35%** care homes are in receipt of a ward round from all of their contracted enhanced GP service. The homes receiving 100% ward rounds are those with only x1 allocated GP practice.
- Those care homes with multiple practices are least likely to get ward rounds for all funded patients
  - Bebington Care Home has the highest number of GP practices in contract for the service ,7 practices in total. Out of the 7 only x 4 practices are providing the ward round.
  - The Manor House Nursing Home has x6 GP practices in contract and only x2 practices are providing the weekly ward round
- Contracts for less than 5 funded patients in one care home are less likely to receive a ward round.
- 10 GP practices in contract for the enhanced service are not providing a weekly ward round to 6 care homes
- Not all funded patients are reviewed during the ward round. Some of the reasons given to staff include; residential patients not included in service and service only

covers T2A commissioned beds. This is particularly worrying as there is a separate T2A GP contract.

**4.3. Lead Clinician:** A nominated lead clinician and nominated deputy to provide an enhanced level of clinical care to their registered patients on a regular basis in the care home, including routine and emergency visits

- **88%** of care homes involved in the survey advised a GP is the lead clinician for the Enhanced service.
- **82%** of care homes involved in the survey advised a Practice Nurse is also linked to the Enhanced Service

**4.2. Full initial assessment:** Each patient should have their needs assessed following admission and a multi-disciplinary management plan developed.

- **35%** of care homes confirmed that initial assessments are being completed by their contracted GP.

**4.3. Regular care plan review:** Each regular patient will have their condition reviewed on a regular basis as deemed appropriate by the practice and the home following the initial assessment and no less than once in six months.

- **53%** of care homes confirmed the GP/Lead nurse provide input/formation for regular (six monthly) care plan reviews

**4.4. Medication usage and review:** Each registered patient will receive full and regular review of their medication including a review upon discharge from hospital of all medications prescribed.

- **65%** of care homes advised patients have received a medication review from the enhanced GP service.

**4.5. Record Keeping:** Each patients management should be recorded in both the Home and the practice record (EMIS – remote consultation if necessary), to ensure access to appropriate and timely information. A printed summary of the patient's record, with full details of their last review /contact should be provided for the home.

- **65% (11/17)** of GP's/Lead Nurse Clinicians **do not** write in the care home records following ward rounds. Majority of Managers advised staff members complete the GP professional notes following the ward rounds but would prefer the GP to write directly in the care homes records to ensure accuracy of information.

**4.6. Patient consent:** Patients should be asked to consent before receiving the enhanced service level and prior to changes in patient GP registration. Those without capacity to consent should be treated according to their 'best interests'

- Care homes are being informed that they need to get their residents to change GP if they want an enhanced service by GPs.

### **Feedback comment**

88% of Care Home Managers felt that the Enhanced GP service provides an overall positive experience for service users, families, and the care home staff. Some of the feedback suggested staff felt more confident knowing a GP was visiting regularly as did service users and families. Feedback reflected calls to 111 are reduced as are admissions to hospital due to the level of Enhanced support from GP's. Further comments reflected the tele triage project along with the Emergency Health Care Plans via Community Geriatrician's support the home even further and unnecessary hospital admissions have been reduced.

### **5. Summary of findings**

- Care Home Managers are not aware of the service requirements for the Enhanced GP service
- Gaps identified with regards to weekly ward rounds by contracted GP practices.
- Some weekly ward rounds taking place incorrectly do not cover all patients for various reasons. E.g. T2A patients or residential patients.
- Not all GP practices are communicating effectively with care homes.
- Not all GP practices are completing the initial assessments for new patients.
- Not all GP practices are completing regular medication reviews.
- Not all GP practices are providing input to care homes six monthly care plan reviews.
- Not all GP practices are recording in the care home records following weekly ward rounds.

Completed by  
Quality Improvement Team  
01/03/2018