

Our Ref: ID 1696

NHS Wirral Clinical Commissioning Group
Marriss House
Hamilton Street
Birkenhead
Wirral
CH41 5AL
Tel: 0151 651 0011

Re: Freedom of Information Request – Primary Care Consultations

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 10th June 2020.

You Asked for:

1. May I ask:
 - a. Are hot/cold hubs being used to deliver face to face Primary Care to patients with suspected/actual COVID-19 symptoms and non-COVID-19 symptoms respectively? If so, please could you indicate the numbers of each if, possible.
 - b. Are hot/cold sites (or red and green sites co-located within Primary Care settings) being used to deliver face to face Primary Care to patients with suspected/actual COVID-19 symptoms and non-COVID-19 symptoms respectively?
 - c. Is a different model to question 1(a) or (b) above (including home visits, or other models) being used? If so, please describe this.
2. May I ask:
 - a. Are each of the models used in question 1(a) to (c) available to the entire population, or only in certain locations/for certain populations (please specify any such distinctions).
 - b. How are face to face consultations delivered for those vulnerable patient groups who are not able to leave home, such as those who are/were required to shield, the frail elderly, etc?
3. May I ask:
 - a. Immediately prior to any changes in service delivery related to COVID-19, was the hub model being used to deliver Primary Care?
 - b. If so, how many hubs, where, and did these have specialist functions or were they accessible by all patients at practices which fed into them?
 - c. If a hub model was not being used to deliver Primary Care immediately prior to any changes in service delivery with respect to COVID-19, had you previously used a hub model but stopped? If so, why was the decision made to stop using this model?
4. Are you planning to evaluate your COVID-19 model(s) for face to face Primary Care consultations? Please provide any interim data concerning this for potential inclusion in our review. Please also provide any other relevant documentation regarding face to face primary care service delivery during the COVID-19 pandemic which could be helpful to our study.

Our Response:

1. Please see below:
 - a. NHS Wirral Clinical Commissioning Group currently utilises 5 sites for suspected or confirmed Covid-19 related patients. Home visiting services are also available for suspected or confirmed Covid-19 and shielded patients.
 - b. All of the sites mentioned in question 1a are the same, however, the estate is separated by red and green pathways.
 - c. No.
2. Please see below:
 - a. All Wirral patients have access but sites are accessible only via the patient's registered GP practice and Primary Care Network. (PCN)
 - b. Home visits are still currently being undertaken.
3. Please see below:
 - a. The Hub level provision was being used for GP Extended Access and Dermatology services.
 - b. The number of Hubs is decided by the demand needs of a specific service.
 - c. Not applicable.
4. A weekly capacity and demand review has been undertaken on the Covid-19 care hub Utilisation data from early June. Utilisation data of unit practices in GP services (capacity and demand) is currently being collated by the Apex system. Validation is being undertaken on the data which is not yet available for presentation.

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

Re- Use of Information

Most of the information that we provide in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In most cases the copyright will be owned by Wirral Clinical Commissioning Group. The copyright in other information may be owned by another person or organisation, as indicated on the information itself.

You are free to use any information supplied for your own non-commercial research or private study purposes. The information may also be used for any other purpose allowed by a limitation or exception in copyright law, such as news reporting. However, any other type of re-use, for example by publishing the information in analogue or digital form, including on the internet, will require the permission of the copyright owner.

For information where the copyright is owned by Wirral Clinical Commissioning Group please e-mail foirequests.nhswirralccg@nhs.net to request a reuse licence.

For information where the copyright is owned by another person or organisation you must apply to the copyright owner to obtain their permission.