

## North Thoresby OOH review findings:

This report collates the findings of stakeholder engagement undertaken to inform the review of the Out of Hours service in North Thoresby. Activities included a patient & public survey and discussions with a range of stakeholders including Commissioners, GP colleagues, local Care Home managers and the Patient Participation Group. Healthwatch Lincolnshire and the Health Overview and Scrutiny committee for Lincolnshire have also been made aware of the review and subsequent engagement work.

Stakeholders were generally supportive of the key objectives but identified concerns and were keen to understand how LCHS would overcome these.

### Summary of findings

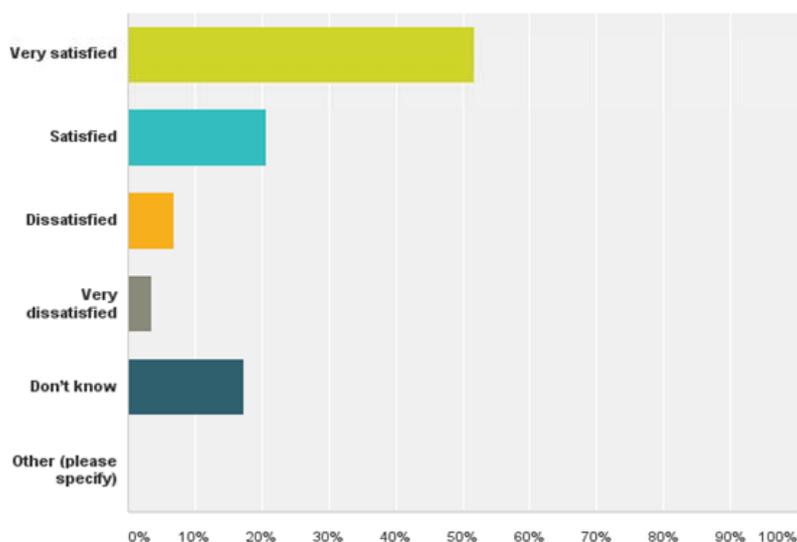
Satisfied with current service – 72.41%  
Satisfied with proposal to change - 63.33%

### Most important factors ranking

- 1 - Receiving the service when I need it
- 2 - Being able to access the services close to home
- 3 - Being able to access advice quickly from a health professional

### Q1 To what extent are you satisfied with the current Out of Hours (OOH) service you receive?

Answered: 29 Skipped: 1



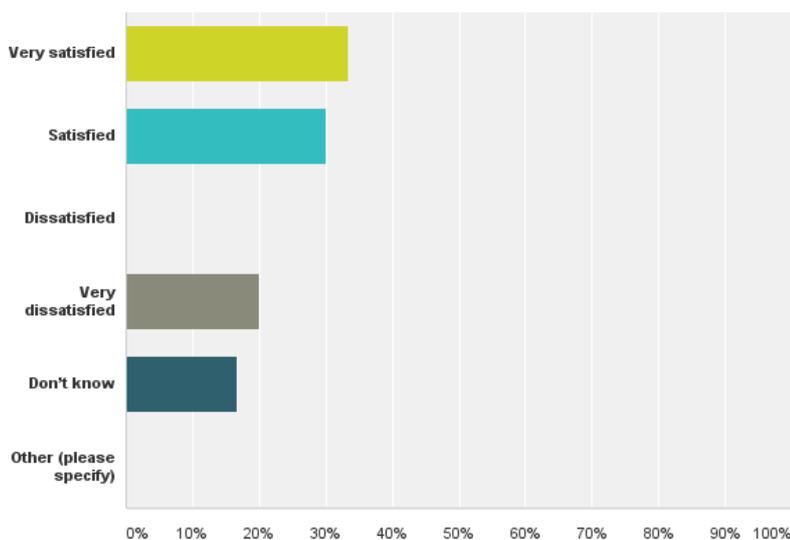
<b>Very satisfied</b>	<b>51.72%</b>
<b>Satisfied</b>	<b>20.69%</b>
<b>Dissatisfied</b>	<b>6.90%</b>
<b>Very dissatisfied</b>	<b>3.45%</b>
<b>Don't know</b>	<b>17.24%</b>

## Q2. What is the main positive aspect of the service you receive?

- A very quick and efficient diagnosis
- Whenever I have called I must give the service a 10/10
- Close by
- More facilities
- Knowing where the service is
- Trusting the advice given
- Closer
- Lots of facilities
- Good public transport connections
- Sometimes able to get appointment when I need
- Have little experience to comment on this
- It is local and not 15/20 minutes away
- The team are always ready to help empathise with your needs
- You get put through to someone after a wait
- Continuity with same doctor so communication is better as doctor knows me as a person and not just a name
- Getting to see the doctor straight away.
- 24hrs availability and professional care
- Have used the OOH at the hospital several times- telephone triage and staff at hospital have been efficient, sensitive and caring.
- I'm afraid I find nothing positive about the hospital
- Very good so far when seeing doctors and nurses
- Can access service when I need it
- Close by, good advice, easy to get to.
- Near to where we live

## Q3 To what extent are you satisfied with the proposed change?

Answered: 30 Skipped: 0



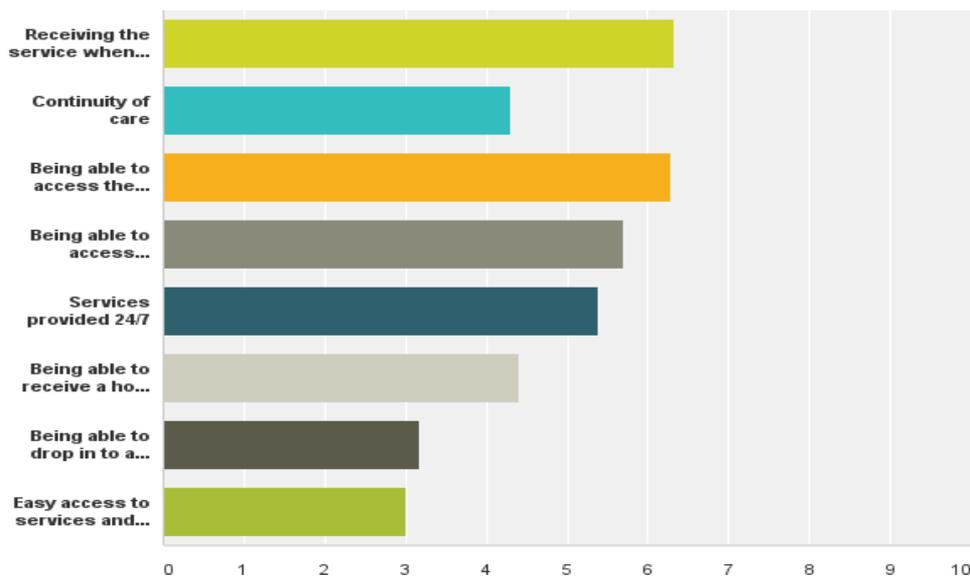
<b>Very satisfied</b>	<b>33.33%</b>
<b>Satisfied</b>	<b>30.00%</b>
<b>Dissatisfied</b>	<b>0.00%</b>
<b>Very dissatisfied</b>	<b>20.00%</b>
<b>Don't know</b>	<b>16.67%</b>

**Q4. If you are dissatisfied at all, please tell us the reasons below:**

- further to travel less facilities
- Long travel
- Less public transport
- Less on site facilities
- It invokes a longer journey time along a dangerous road which may not help the emergency situation.
- To get urgent care or advice
- Also had care 111 so sent to Louth primary care centre also had efficient care.
- Because there is no bus
- Too far away-unable to get there
- It will be further to go, Louth us 10 miles further. Grimsby hospital has full A+E if I needed it after visiting OOH GP
- Too far to travel

**Q5 Please rank below what is important to you when accessing the Out of Hours service**

Answered: 22 Skipped: 8



What is important to you when accessing OOH care?	Ranking
Receiving the service when I need it	1
Being able to access the services close to home	2
Being able to access advice quickly from a health professional	3
Services provided 24/7	4
Being able to receive a home visit when necessary	5
Continuity of care	6
Being able to drop in to a clinic to receive the service	7
Easy access to services and parking available	8

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**Q6. We are always looking for new ideas to improve our service to you. If you have any suggestions please tell us these below:**

- Service is suitable
- The present service is working, leave it as it is
- Don't move the out of hours
- Make people more aware of services such as '111'
- More appointments
- As pensioners early telephonic access is essential
- A good idea would be to make LCHS accessible to all patients when needed using emails telephone or voicemails.
- At the moment very satisfied a women to women service would be good male doctors don't understand
- Would be nice to receive call from nurse when asked
- Will it be possible to access ooh services in Grimsby or Louth? When I went to Louth my partner drove me but it would have been too far to drive myself.
- Leave Holton le clay as it is
- Stay with Grimsby OOH

**Q7. If you have any concerns about this change, please tell us what these are below with suggestions of how we can overcome this:**

- No mention if patients in Holton le-clay will be affected
- No concerns
- Leave it as it is
- Please leave as it is
- I am concerned about the proposed change as it may increase stress and anxiety. I be unable to drive and a bus from Grimsby to Louth would take hours. I advise you that both me and my wife are extremely happy with the services we receive from LCHS. My concern is about an inefficient LCHS.
- People at the end of the phone must be experienced and not just reading from a script
- The hospital is too far away. if anyone is ill they need to see someone quickly
- I feel GP OOH at Grimsby us nearer plus the hospital has better facilities if it turned out I needed acute care when visiting the OOG centre
- How to get there; delay being transferred back to Grimsby

**Other Queries:**

- Concerns over future of Louth Hospital due to STP article in Louth Leader – how will this impact on accessing OOH on that site?
- Can patients still choose to present at Grimsby Hospital?
- Care Homes – will their patients still receive a GP visit when required?

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### North Thoresby Patient Group Feedback:

On 9<sup>th</sup> March 2017 members of the North Thoresby and Holton le Clay Patient Participation Group attend a meeting with Dr Y Owen - Medical Lead for Urgent Care LCHS and Heather Emmerson – Stakeholder Engagement Manager LCHS. Also present were Lesley Wright - Practice Manager and Dr A Anderson - GP. Representatives from The Fountains Care Home Tetney and Waltham House Care home were also invited but did not attend.

Dr Owen provided the background to the current service and outlined the purpose of the review explaining that currently the Out Of Hours Service (OOH) in North Thoresby is subcontracted by Lincolnshire Community Health Services (LCHS) to Core Care Links (CCL). Patients call a telephone triage service provided by CCL in order to access North East Lincolnshire OOH service based in Grimsby Hospital.

LCHS is considering a change to the current service whereby patients could access out of hours services in Lincolnshire, as is currently provided to other patients within this geographical area. This would enable LCHS to provide a more equitable, high quality, cost effective service with greater continuity of care and a more appropriate range of care options. Changes would see patients calling 111 and accessing the Lincolnshire OOH service. The Lincolnshire OOH service includes a Clinical Assessment Service, where patient needs are assessed over the telephone by an experienced health professional. This enables the patient to be quickly and efficiently directed to the most appropriate type of care in the area, depending on the diagnosis and level of need and urgency. This could be:

- Telephone advice from a Doctor or Advanced Nurse Practitioner
- Appointment at Lincolnshire Primary Care Centre
- Home Visit
- Dispatch of an Ambulance:

Louth Urgent Care Centre the closest Lincolnshire Primary Care Centre located under eight miles from North Thoresby accessed via the A16. The centre is open 24 hours a day. There is ample parking, which is cheaper than Grimsby hospital and the appointment system ensures that patients and carers are seen promptly on arrival. Patients from neighbouring areas such as North Somercotes and Caistor access the Lincolnshire OOH service and feedback is positive.

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## **Q&A Session:**

### **Where will patients attending Louth UCC transfer to if further treatment required?**

It was explained that very few patients are transferred onwards as the Clinical Assessment System (CAS) triage system identifies the most appropriate centre / service at the outset. Those patients that do require treatment at another site or admission would be offered choice where possible and transferred other most appropriate centre based on their ailment / condition.

Less than 5% of patient contacts through OOH and UCC need emergency admission. More patients are transferred from Grimsby to Louth rather than Louth to Grimsby.

It was clarified that patient choice via the choose and book system remains as planned in hours care is not impacted by any change to out of hours.

It was clarified that any change to out of hours would not impact on the working practices of the GP surgeries in North Thoresby and Holton le Clay. It was identified that some patients registered at the North Thoresby and Holton le Clay Practice already call 111 rather than the Core Care Links Out of Hours number.

### **Access to Mental Health services via OOH?**

Patients accessing Lincolnshire OOH will have access to the Mental Health Single point of access.

### **What is the future for Louth Hospital in light of press coverage surrounding the sustainability and transformation plans (STP) for Lincolnshire?**

One of the main drivers of the STP is care closer to home and co-location of service in community hubs. Louth Hospital is well placed to be one such community hub. There is currently a Doctor on site at Louth 24/7.

### **Does LCHS have the capacity to meet extra demand?**

Yes. LCHS has seen significant development with the up-skilling of practitioners, improved ease of access through 111, joined up working with other services within LCHS and improved partnership working with other organisation in the delivery of Independent living, mental health and social care services. With CAS now available there is scope for the North Thoresby patients to be managed within the Lincolnshire out of hours service. Neighbouring Practices at North Somercotes and Caistor already utilise the Lincolnshire OOH service via 111 and have provided favourable feedback about the quality of care provided to the North Thoresby GPs.

### **Will any change be monitored and evaluated?**

Yes and patient satisfaction is part of our internal and external assurance processes.

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### **Has the decision already been made?**

No the stakeholder engagement work underway is in order to inform the decision making process.

### **Is the review of OOH service all about the cost of the service?**

No. LCHS currently spend in excess of £100k per annum subcontracting to CCL and there is a need to look at the cost effectiveness of this arrangement however any decision will also consider quality, access and equity of care.

### **Summary:**

Stakeholders understood the rationale behind the review. Feedback in relation to current services was positive from patient using routes into out hours either via the North East Lincolnshire out of hours service via CCL or the 111 route to access out of hours in Lincolnshire.

Access to the Clinical Assessment Service (CAS) and the range of treatment options was viewed as positive.

It was accepted that the rurality of Lincolnshire means that patients do need to travel to access services although those patient residing in the Holton Le Clay expressed concern about the additional distance to Louth Hospital.

The main concern from patients was in relation to those who may need services from an A&E department or admission to an acute centre. It was identified that very small numbers of patients will require onward transfer.