The Challenge

The GP workforce which supports overnight and weekend Out of Hours Care is increasingly difficult to recruit. Unfilled shifts are now commonplace and the experience of working out of hours can be less than ideal.

The need to Transform Out of Hours Care is increasingly difficult to recruit.

Unfilled shifts are now commonplace overnight and weekend Out of Hours Care is the GP workforce which supports the service delivery. The Report of the Independent Review of Primary Care Out of Hours Services, “Pulling Together”

“...all Boards face challenges and the service is fragile and unsustainable in its current form”

The Aim

We aim to transform the provision of Urgent Out of Hours Primary Care (OOH) to a sustainable multidisciplinary model that provides care to the highest standards of quality through a delivery approach which offers robust alternatives to direct medical input where possible within one year.

We will shift the balance of multidisciplinary workforce so that 30% of the current OOH whole service capacity will be provided by Advanced Nurse Practitioners and Paramedic Specialist Practitioners within 1 year.

Understanding the Service Need

1. Appointment Data Collection
   - We gathered a multi-agency group of health professionals
   - We involved public representatives
   - 70 cases from consecutive overnight periods were reviewed to determine if they could have been seen by a clinician other than a GP.

2. Data used to Map the Service
   - We determined the number of patients that could be seen by someone other than a GP, without any detriment to their level of care.
   - A Venn Diagram (figure 3) was created to show what a multi-disciplinary service would look like and how demand could be met by different clinicians.

During the 70 overnight sessions, 17% of patients (12 people) were aged over 75 years. 10 out of 12 could have been managed effectively by an ANP or Paramedic.

Creating a sustainable Workforce

1. Introduction of Specialist Mental Health Practitioners into OOH
   - The data showed that although a small volume, mental health advice calls took up a large amount of GP time.
   - Mental Health Nurse Practitioners (MHNP) work as part of the emergency service overnight.
   - 6 of these MHNP’s were trained to use the OOH IT system and have taken 73% of MH calls since 18th December 2017

   Figures below:

   - 1. Percentage of appointment types across the 70 cases:
     - 53% PCL Visits
     - 21% Community Visit
     - 9% Telephone
     - 3% Visits
     - 1% Attends
   - 2. A Feasible Alternative to the Current GP Model
     - ANP only: 3%
     - ANP or PMS: 3%
     - CN: 9%
     - CPN/ANP: 10%
     - GP sup: 62%

   “Our nurse practitioners are enthusiastic and essential to the smooth running of the service”

   “Our MHNP’s have access to Care Partner in which MH contacts are recorded, allowing them to communicate with their team and best advise patients. This has been extremely positively received by other clinicians in the service”

   Dr. Karyn Webster, Clinical Lead OOH

2. Recruitment of 5 Advanced Nurse Practitioners
   - The review indicated that OOH skilled ANP’s were able to see over 90% of patients that would traditionally be seen by a GP.
   - NHS Forth Valley recruited 5 ANP’s to the OOH service at the start of 2018.
   - They bring a wide variety of skills including paediatric and mental health experience.
   - After completing their OOH training programme they will join the rota delivering 30% of weekly OOH hours of care.

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Next Steps

- The introduction of a multi-disciplinary team has started to shift workload from GPs, decreasing the number of unfilled hours while maintaining an excellent level of patient care.
- The introduction of MH Professionals to the service has ensured patients are being treated by the most appropriate professional.
- Staff satisfaction is improving and staff feel supported and empowered.

Conclusion

- The introduction of a multi-disciplinary team has started to shift workload from GPs, decreasing the number of unfilled hours while maintaining an excellent level of patient care.
- The introduction of MH Professionals to the service has ensured patients are being treated by the most appropriate professional.
- Staff satisfaction is improving and staff feel supported and empowered.