

## **The Gosport Weekend Out of hours pilot**

### **Background**

Gps in Gosport in 1994/95 placed a bid before the Health Commission for a pilot project to trial a new weekend out of hours service for their patients, known as Gos Doc. Due to a number of reasons the pilot never progressed past the discussion stage.

The present cover for general medical services is via five separate rotas.

- (1) Dr Anderson & Partners and Dr Pennells & Partners
- (2) Dr Knapman
- (3) Dr Askew & Partners and Dr Coonan & Partners
- (4) Dr Collins & Partners
- (5) Dr Lacey & Partners and Dr Hajiantonis & Partners

The Government and GMSC have recently come to an agreement over the issue of out hours, of which part of the agreement sets aside funding for alternative arrangements.

### **Proposal**

To fund a month of weekend out of hours calls in Gosport. There would be a 32 GP rota covering approximately 70,000 patients. The service would consist of a nurse answering service, working to a protocol, based at Gosport War Memorial Hospital. All calls between 11.00am to 11.00pm on a Saturday and from 8.00am to 11.00pm on Sunday to the Gps on call, would be diverted to the nurse based at GWMH. She would be working in conjunction with the on call GPs. The patient could then be invited to attend at GWMH, the GP surgery or receive a home visit.

Based on the information from the trial, a decision will be made to either return to the present practice, or undertake to continue the new arrangements.

### **Funding**

The full funding for the pilot will be sought from the Health Commission. If the pilot is successful and it is deemed to continue with the new arrangements, further funding from the Health Commission for the scheme at the 70% reimbursement rate will be sought until the end of the financial year. Once the funding arrangements under the GMSC and Department of Health agreement are known, a bid will be placed from this source. It is hoped that if the new scheme is undertaken, that by the end of the following financial year (1996/97), the full cost will be met by the GPs in the rota.

### **Benefits**

The advantage of this rota for Gosport patients would be, a quickly answered phoned by a qualified nurse. A more flexible response to the visit request, particularly in busy periods when the volume of calls can be very heavy. A GP based at GWMH in casualty for most of the weekend daylight hours. An exclusively Gosport GP solution for the majority for weekend calls.

**Cost**

F grade Nurse	
@ £9.84 per hour for 11 hours on Saturday	£108.24
@ £12.11 per hour for 15 hours on Sunday	£181.65
Total Nurse cover	£289.89
Room rental	?
Telephone costs	?
Insurance	?
Cost for one weekend	
Total Cost for one month	

28th September 1995

26 G.P.'s

Casualty 1+8 giving telephone Advice.  
on road 1+1

12.00 - 10.00pm Sat

8 - 10 Sun

Reception - not nurse

1 1/2 Sat 6

2 Sun 8

£ 800.00

→ only Pilot.

→ overnight Rates. weekend only possibility.

— will be working with minor injuries  
o increase numbers

— Rmo in GSWH.

## THE MEDICAL CENTRE

Dr. B.J. Coonan

Dr. D. North

Dr. D.N. Lynch

Dr. P.P. Garratt

Your Ref:

66/68 Stoke Road  
Gosport  
Hampshire  
PO12 1PATelephone:  
Main Surgery 01705 581529  
Appointments 01705 582144  
Fax: 01705 501417

1 Dec 95

Dear *Mr Clark*

We held a meeting at Stoke Road on Thursday 30 November 1995 to discuss GOSDOC III.

In attendance were:

Declan Lynch  
Roz Reid  
Martin Cooper  
Matthew Davis  
John Peters (representing 4 members of his Practice)  
Martin Asbridge (representing himself and David Young)

and Alex Clark for the latter half of the meeting.

Apologies from:

John Grocock  
Mike Sumner

Key points of the meeting were that there are 26 GPs interested in the 4 weekend trial rota. It was reiterated that the trial was indeed that, an experiment to see how it worked and did not commit any one to continuing with a weekend rota. It was decided that February would be when the trial takes place. The hours covered would be 12 mid-day on Saturday to 10 pm and 8 am on Sunday until 10 pm (by excluding the hours after 10 pm and before 8 am, there would be no need to exchange night visit fees).

The dedicated telephone lines in the Gosport War Memorial would be answered by a rota of GP receptionists. They would be paid time and a half on Saturdays and double time on Sundays. They would be paid on their existing salary scale. The receptionists would be recruited from within participating Practices, preferably at least one from each Practice. Shifts could be from 3 - 6 hours long.

Alex Clark said there would be one thousand pounds available from GMS money to pay the receptionists. This is separate money from the forty five million pounds out-of-hours Development Fund.

Three GPs would be on duty on each weekend day. They would do 3 shifts each per day. There would be a first on for visits shift, a surgery shift and a second on shift.

It was suggested that the second on (when not out on calls) would have the important job of being based at Casualty, advising patients if appropriate and persuading them to attend the GP surgeries.

As there are 26 GPs interested in the trial rota and only 24 needed for the trial, it was suggested that Dr Martin Asbridge and Dr David Young observed the workings and results of the trial without participating in the shifts. This also avoids large fluctuations in the population of patients covered by the trial rota. However, they would be welcome to join the rota if it carried on.

We agreed to meet again at Stoke Road at 7.30 pm on Monday 11 December 1995. In the meantime we would discuss the meeting with our partners and seek their permission to approach the receptionists and collect names of those interested in assisting with the February rota.

At the next meeting we intend to confirm everyone's commitment to the trial as set out, report back regarding receptionists numbers, and construct a firm bid for the money required from the Health Commission. We will examine potential rotas for the Doctors in February, discuss problem areas and confirm with Trevor Abbott the details regarding telephone lines etc.

If there are any comments about these minutes, please fax me! Also if any one has a change of heart please let me know soon.

What we need is a good name for the rota, all suggestions will be welcome. Watch this space!

Yours sincerely

**Code A**

Dr Declan Lynch

DL011201

**PROPOSED BID FOR "OUT OF HOURS" MONEY****SETTING UP AND RUNNING COSTS OF GOSDOC****1. STAFF COSTS**

Using the timetable and staff rates of pay applicable to the February pilot, the staff costs would be £276 each week.

Management costs - to be discussed. Allow 2 hours weekly - say £20

**2. PREMISES**

GWMH - Cost of use of Rooms  
Telephones

**3. STATIONERY**

Telephone Log Book (designed to our requirements)		£92 each (cheaper for more)
Call slips (three parts)	500	£60
Appointment sheets		£50

**4. TRANSPORT**

Hire of car for Saturday and Sunday £53.98 all inclusive  
Petrol for Saturday and Sunday, say 200 miles at 25mpg x 53p per litre = 8 gallons  
£2.40 per gall = £19.20

(The cost of the car hire would be negotiable for a longer set period)

Cost of Driver, using the same working hours as Receptionists and hourly rates = £235.20  
Insurance for Driver - TBA

**5. COMMUNICATION**

Cost of Hire of 2 x Two Way Radios @ £16.45 each + £20 carriage, all inclusive of 2 spare batteries, rapid battery charger, carrying case and Licence

Cost of two mobile telephones - Digital	- say £300 to buy
Weekly costs-Air Time rental and call costs	- say £20

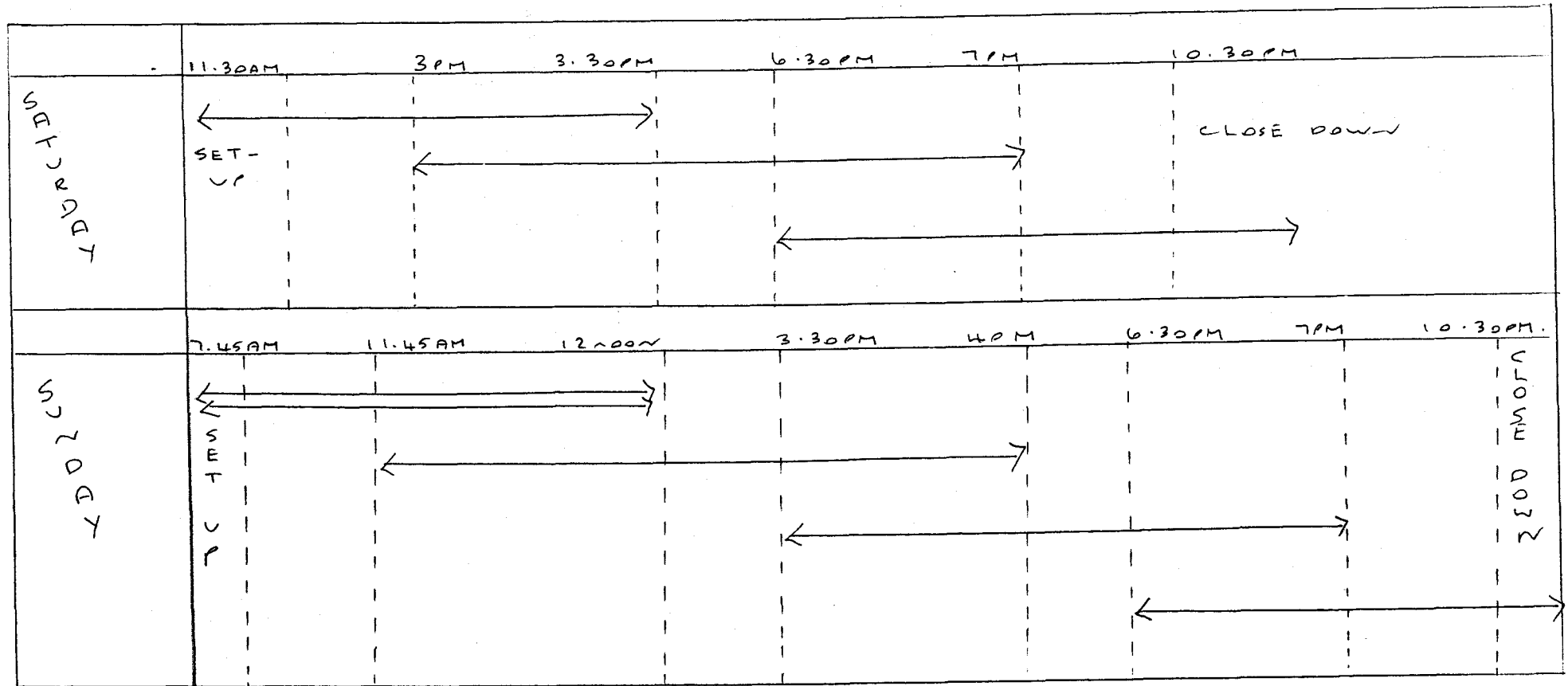
**6 STATISTICS**

Computer and Software - say £1600

**SUMMARY**

	<b><u>SETTING UP COSTS</u></b>	<b><u>WEEKLY RUNNING COSTS</u></b>
<b><u>Staff Costs</u></b>		
Receptionists		£276
Management costs		£ 20
Drivers' Costs		236
<b><u>Premises and use of telephone</u></b>		n/k
<b><u>Stationery</u></b>		
	£202	
<b><u>Transport</u></b>		70
<b><u>Communication</u></b>		
	£320	53
<b><u>Statistics</u></b>		
	£1600	
<b><u>Provisional Total</u></b>	£2122	£655

## GOSDOC - RECEPTIONISTS' ROTA



COSTINGS  
 SATURDAY 12 hrs  
 x £7  
 SUNDAY 20 1/4 hrs  
 x £9.45

PER WEEK  
 £84  
 £192  
£276

PER MONTH  
 £336  
 £765  
£1101



GOSDOCS PHONE ANSWERING

	12pm until 3.20pm	3.20pm-6.40pm	6.40pm-10pm	
SATURDAY 3RD	CHRIS MARTIN (CO-ASKER)	JO THOMAS (CO-ASKER) DONNA P (COLLUS)	CAROLE WILSON	
SATURDAY 10 TH	JEANETTE SAVAGE (CO- HAY)	DEBRA ROBERT JENNY NEWBERT (PENNEL)	CAROLE WILSON FLORENCE KNIGHT (KAPPA)	
SATURDAY 17TH	SHELLA KINGSDALE (CO- LARRY) POL. KNIGHT (KAPPA)	LYNDA COYNE (LHL) DONNA P (COLLUS) EVE DAVIS (PENNEL)	CAROLE WILSON	
SATURDAY 24TH	JEANETTE SAVAGE (CO- HAY)	DEBRA ROBERT	CAROLE WILSON	
	8am to 12midday	12midday-4pm	4pm to 7pm	7pm to 10pm
SUNDAY 4TH	SUZANNE ATLES (CO- ASKER) SUE FANELL	IBENA TOON (CO- TAYLOR)	PAT DOWNES DONNA P (COLLUS)	SUZANNE ATLET (CO- ASKER) LINDSEY SANDILANS (CO- ASKER) PAT DOWNES
SUNDAY 11TH	JO THOMAS (CO- ASKER) SUE FANELL	IBENA TOON (CO- TAYLOR) CAROLE WILSON (CO- HAY)	PAT DOWNES	SUZANNE ATLES (MK) IBENA TOON (TATA) PAT DOWNES
SUNDAY 18TH	SUZANNE ATLES (CO- ASKER) SUE FANELL	IBENA TOON (CO- TAYLOR)	PAT DOWNES DONNA P (COLLUS)	SUZANNE ATLES IBENA TOON PAT DOWNES
SUNDAY 25TH	SUZANNE ATLES (CO- ASKER) SUE FANELL	IBENA TOON (CO- TAYLOR) CAROL WILSON (HAS) POL. KNIGHT (KAP)	PAT DOWNES	SUZANNE ATLES (CO- ASKER) IBENA TOON (TAY) PAT DOWNES

Relief.  
MART STUBBS (PENNEL)  
12.3.24

Relief.  
J. SAVAGE 8.12  
P. DOWNES  
YVONNE HARETT

1.00 AM  
YVONNE HARETT  
(COLLUS)

Relief  
J. SAVAGE 8.12  
P. DOWNES  
EVE DAVIS (PENNEL)  
MART STUBBS (PENNEL)

1.00 AM

PAT MC (COLLUS)  
PAT MC (COLLUS)  
YVONNE HARETT  
(COLLUS)  
YVONNE HARETT  
(COLLUS)

Relief  
Relief

**HOW CALLS ARE DEALT WITH**

1. PHONE RINGS, THIS IS THE GOSPORT DOCTORS EMERGENCY SERVICE
2. DETAILS OF CALL TAKEN SEE PRO-FORMA
3. PATIENT TOLD THAT PATIENTS ARE NORMALLY SEEN AT THE GWM, GIVEN A TIME
4. IF INSIST ON A VISIT SAY DR WILL PHONE THEM BACK, IF AT A PHONE BOX KEEP THEM ON THE LINE SO THE GP CAN SPEAK TO THEM
5. IF A HEART ATTACK OR COLLAPSE CALL AN AMBULANCE AND DISCUSS WITH GP ON PREMISES.
6. SOME PATIENTS CAN BE RE-ROUTED DIRECTLY TO: HASLAR CASUALTY, DENTISTS, DISTRICT NURSES [IF ALREADY INVOLVED] AND MIDWIFES
7. NEVER GIVE MEDICAL ADVICE

**GOSDOC - LIST OF RECEPTIONISTS**

- |  |           |
|--|-----------|
| 1. <u>Dr. Coonan and Partners</u>      | Nov 4 P's |
| June Pannell                           | 4         |
| Patricia Downes                        |           |
| Debra Mondey                           |           |
| 2. <u>Dr. Askew and Partners</u>       |           |
| Chris Martin                           | 3         |
| Jo Thomas                              |           |
| Suzanne Ayles                          |           |
| Lindsey Sandilands                     |           |
| 3. <u>Dr. Collins and Partners</u>     |           |
| Carole Wrapson (ex member of staff)    | 4 3       |
| Donna Prew                             |           |
| Yvonne Hallett                         |           |
| Pat McNeilly                           |           |
| 4. <u>Dr. Hajiantonis and Partners</u> | 3         |
| Jeanette Savage                        |           |
| Carole Workman                         |           |
| 5. <u>Dr. Anderson and Partners</u>    | 2         |
| Lynda Coyne                            |           |
| 6. <u>Dr. Lacey and Partners</u>       | 3         |
| Sheila Kingsnorth                      |           |
| Idena Toon                             |           |
| 7. <u>Dr. Knapman and Partners</u>     | 4         |
| Florence Knight                        |           |
| 8. <u>Dr. Pennells and Partners</u>    | 4         |
| Kaye Lane                              |           |
| Jenny Newbery                          |           |
| Mary Stubbs                            | —         |
| Eve Davis                              | 26        |

9.

0319



## HEALTHCALL HEALTHCALL TELEPHONE CONSULTATION FORM

CALL NO. :	
EXT. NO. :	
DATE :	
TIME RECEIVED C/R:	
TIME ADVICE GIVEN:	
TIME COMPLETED	
ADVICE GPs NAME:	
ADVICE GPs NO.:	

PATIENT DETAILS			
NAME:		M	<input type="checkbox"/>
		F	<input type="checkbox"/>
ADDRESS:			T/R <input type="checkbox"/>
			E/T <input type="checkbox"/>
TEL. NO:		PAY PHONE <input type="checkbox"/>	
D.O.B.		AGE: Yrs	<input type="checkbox"/>
		Mths	<input type="checkbox"/>
		Weeks	<input type="checkbox"/>
PATIENT'S DOCTOR:	Dr		
AB. NO:		SCRIPT REF. NO.:	
TEL INFO RECEIVED:			