

<b>GP at Hand Independent Evaluation Steering Group</b>
<b>Terms of Reference</b>
<b>July 2018</b>
<b>Version 2</b>

## **1.0 Background and Context**

GP at Hand is a GP practice in Hammersmith and Fulham CCG (formerly Dr Jeffries and partners which has changed its name to GP at Hand) working in partnership with Babylon through subcontracting arrangements.

They will register people in the practice area for full GMS services but the practice has also chosen to utilise the out of area Choice of GP Practice Policy to grow the list size through a digital and remote site offer. This means they can provide services to patients outside the practice area where it is 'clinically appropriate and practical' to do so. In this model people register with GP at Hand and effectively sign-up for a 'digital first' offer whereby they routinely access services online but also have access to face-to-face consultations at one of the five practice sites across London. At present, GP at Hand are limiting registrations to people within a 30- 40 minute travel time to one of the practice sites but have indicated plans to roll out the service more widely and beyond London.

A number of potential issues have been raised regarding this service including:

- Claims of 'cherry picking' of patients with lesser health needs
- Risks of destabilising the wider system
- Inequality of health provision
- Funding flows – potential higher costs to other parts of the system e.g. emergency care, walk-in centres
- Lack of clarity around information governance and data sharing

A clinical review was carried out by Hammersmith and Fulham CCG and NHS England London in August 2017 and this recommended that an independent evaluation of the service was commissioned including evaluating the impact of the service on the wider health system, an assessment of whether the service has contributed to inequality in service provision and patient outcomes.

The evaluation will be co-led by Hammersmith and Fulham CCG (H&F CCG) and NHS England London Region. Following a robust independent procurement exercise, Ipsos MORI (in partnership with York Health Economics Consortium) have been appointed to carry-out the evaluation which will be supported by internal expertise and analysis from the Operational and Research Evaluation Unit (ORE) within NHS England (under the direction of Charles Tallack, Head of Analytical Services, ORE).

## **2.0 Objectives of the evaluation**

The agreed aims and objectives of the evaluation are:

- Better understand the impact on patient experience and patient outcomes (this is to include equality of access to services)
- To determine any consequences for other parts of the health system
- To gather evidence to inform policy decisions on future roll-out of the service and to inform policy decisions on other digital services
- Better understanding of the internal consequences of the service – such as impact on workload, capacity management etc. and how the provider responds to this.

## **3.0 Role of the steering group**

The steering Group has been convened to perform the following roles as part of the evaluation:

- Agree the scope and specification for the evaluation including any changes to the scope deemed necessary as the evaluation progresses
- To receive progress reports from Ipsos MORI ensuring the project keeps to task and is delivered on time but equally being responsive to any necessary changes in scope and timescales due to the dynamic nature of the service being evaluated
- Review recommendations from Ipsos MORI to be made to their scrutiny panel
- Review outputs from any stakeholder engagement
- Provide guidance and challenge to the working group throughout the project
- Identify dependencies with other work streams being carried out and ensure these are aligned
- Ensure the governing 'bodies' are fully appraised of progress at key points throughout the project and key stakeholders are kept appropriately informed
- Identify other stakeholders or experts who may need to be involved at relevant times
- Ensure the project retains a neutral position on unduly benefitting or disadvantaging the service.

## **4.0 Working arrangements**

The Group will operate from January – April 2019 and meetings will be arranged in advance at a frequency to be aligned with key milestones of the project.

A working group will be established to make decisions on the day to day elements of project delivery and to make practical decisions on any issues that are not deemed a material change to the overall scope and objectives of the evaluation. The working group will escalate issues to the Steering Group on any other decisions that are required.

The working group will comprise:

Ipsos MORI representatives  
NHS England Operational and Evaluation Unit  
Hammersmith & Fulham CCG

## 5.0 Governance

**Chair** – Victoria Stark, Lay chair of West London CCG Primary Care Commissioning Committee

**Executive Chair** – Jonty Heaversedge, Medical Director of Primary Care and Digital Transformation, NHS England, London Region.

The project will formally report to:

**CCG – Hammersmith and Fulham Primary Care Commissioning Committee**  
**NHS England – GP at Hand Oversight Group (chaired by Jane Cummings)**

## 6.0 Membership

The Steering Group will be made up of the following representatives or their deputies.

Name	Title and Organisation
Victoria Stark	Lay chair, West London CCG Primary Care Commissioning Committee
Jonty Heaversedge	Medical Director for Primary Care and Digital Transformation, NHS England London
Anne Whateley	Director for Primary Care Commissioning, NHS England, NW London
Julie Sands	Head of Primary Care Commissioning, NHS England, NW London
David Finch	Medical Director (and Responsible Officer), NHS England, London
Janet Cree	Managing Director, H & F CCG
Toby Hyde	Associate Director, Strategy and Primary Care, H&F CCG
Charles Tallack	Head of Analytical Services, ORE, NHS England
Holly Krelle	Senior Analytical Manager, ORE, NHS England
Nikki Patel	Clinical Programme Lead Digital Development & Delivery, NHS England
Sarah Brewer	Senior Policy Lead, Primary Care Delivery, NHS England

In attendance: Ipsos MORI/YHEC

## 7.0 Quoracy

To be quorate, the following need to be represented present at the meetings:

Hammersmith and Fulham CCG  
Either the Chair or Executive Chair of the Steering Group  
NHS England ORE