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| Date | Tuesday, 13 August 2019 |
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| Title of paper | Babylon GP at Hand – Birmingham Service Mobilisation |
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| Presenter | Julie Sands, Head of Primary Care, North West London | | | | |
| Author | Julie Sands, Head of Primary Care, North West London | | | | |
| Responsible Director | Janet Cree, Managing Director | | | | |
| | Approved report Yes <input type="checkbox"/> | | | | |
| Clinical Lead | Vanessa Andreae, Vice Chair | | | | |
| Confidential | Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> | Items are only confidential if it is in the public interest for them to be so |
| Assurance Level Agreed by Responsible Director | Good <input checked="" type="checkbox"/> | Adequate <input type="checkbox"/> | Limited <input type="checkbox"/> | Unsatisfactory <input type="checkbox"/> | |

The Committee is asked to:

- Note the assurance processes undertaken and outcome of the Babylon GP at Hand Practice Clinical and Contractual Assurance Group 8 week assurance gateway meeting on 12th August 2019
- Note the progress made since 10th June 2019 to implement the Organisation Data Service (ODS) code solution and pathways access in Birmingham.
- Endorse the Babylon GP at Hand Practice Clinical and Contractual Assurance Group recommendations that, provided the ODS code solution is fully implemented
 - the cap on the numbers of patients registered may be removed. This will be at the end of the initial 3 month period of operations at the earliest, which is 15th September 2019.
 - That the area from where patients are registered remains limited to Birmingham and Solihull Local Authorities boundary.
 - Should the ODS solution not be in place for the 15th September then the cap on list size will remain at 2600 until the solution is implemented.

Summary of purpose and scope of report

Background

At the June PCCC, the committee endorsed the recommendation from the Babylon GP at Hand Practice Clinical and Contractual Assurance Group meeting on 10th June 2019 that they could commence services from the Birmingham site with the following restrictions for the first 3 months:

- the geographical area for patient registration to be limited to the boundaries of Birmingham and Solihull local authorities
- restrict the number of registered patients to a maximum of 2600
- a robust automated solution covering screening be established within 3 months
- an assurance gateway to be undertaken 8 weeks after commencement to assess whether the restrictions on geography and the list size limit could be withdrawn.

The assurance gateway meeting of the Babylon GP at Hand practice assurance group was held on 12th August 2019 to assess whether there was sufficient assurance to remove the restrictions set out above.

Assurance Processes

The Babylon GP at Hand Practice Clinical and Contractual Assurance Group has overseen the on-going clinical assurance process and provides assurance to the H&F CCG PCCC on the services provided by the practice. As part of the assurance process, the group uses the 'Assurance Framework – sub-contracting of clinical services under GMS contracts' (NHS England) that had been developed during 2018.

A Babylon GP at Hand Commissioner and Provider Working Group was convened. This group, with membership from Hammersmith and Fulham CCG, Birmingham and Solihull CCG, Babylon GP at Hand and NHS England, has been meeting since March 2019 to address issues including:

- management, governance, clinical leadership structures and how they will work in practice now the model has expanded to another part of the country.
- clinical and support resources available to accommodate the new site, the additional patients and the work needed to navigate the local systems.
- management of access to locally commissioned community services
- access to local and national screening and prevention programmes.
- to ensure safeguarding processes and protocols were assured

An ODS working group was set up in June 2019 with membership from the practice, Hammersmith and Fulham CCG, Birmingham and Solihull CCG, NHS Digital, NHSE Screening Commissioners and NWL IT team. It was established to co-ordinate the implement the ODS code solution to support the registration of patients in the Birmingham area and ensure through that easier access to local pathways and screening services was supported.

8 week Assurance Gateway Review

The Babylon GP at Hand Practice Clinical and Contractual Assurance Group assurance gateway meeting on the 12th August reviewed the progress made by these working groups and were assured that through the joint working the majority of links and processes for accessing local care pathways, safeguarding and diagnostics in the Birmingham and Solihull area had been achieved. Attached is a safeguarding position report for information. They were also assured that the ODS group had made good progress in ensuring the configuration the national systems and practice system to use the Birmingham ODS code but noted that the Primary Care Support England (PCSE) system, which is used to record patient registrations and for call/recall to some screening programmes, still required reconfiguration. This was in process but had yet to be completed.

The feedback from NHSE Screening was that, although through joint working by members of the group good progress had been made, they could not be assured regarding access to screening programmes until the PCSE system had been updated to use the Birmingham ODS code.

The practice informed the Assurance Group on the 12th August that they were not seeking to enlarge the catchment area beyond Birmingham and Solihull local authorities areas at this time.

The Assurance Group concluded that at the end of the 3 month period, 15th September 2019 the catchment area from where patients could be registered would not change and would remain the boundary of Birmingham and Solihull local authority.

They also tasked the ODS group with ensuring the PCSE system was configured to use the Birmingham ODS code urgently to ensure, if possible, that it was enabled by 15th September 2019.

The Assurance Group recommended that, provided the PCSE system had been configured to use the Birmingham ODS code, the cap on the number of patients registered from the Birmingham and Solihull local authority area could be removed from 15th September 2019. This is in light of the impact on screening call/recall of patients if the Birmingham ODS code is not operational.

It was also agreed that this would be kept under review through the Clinical and Contractual Assurance Group.

Quality & Safety/ Patient Engagement/ Impact on patient services:

The ways in which patients can access services have been expanded to include digital access, physical access at additional sites across London but those registering through this model are not eligible for home visits and some people with complex needs may not be appropriate to be registered under this model. Some patient engagement has been undertaken by the practice about this evolving model and expansion to the services, list size

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and practice sites. The clinical review explored the potential patient safety risks of the proposed model and the risk to the service provision; this will be under continual review and will be included as part of the independent evaluation process. Ipsos Mori Evaluation has now also been published. The practice and their services continue to be monitored through the Clinical and Contractual Assurance Group.

Finance, resources and QIPP

NHS England have provided assurance to the CCG that the costs associated with the GP at Hand practice will be ‘neutral’.

Equality / Human Rights / Privacy impact analysis

The Equality Impact Assessment conducted by the practice has been considered previously in the public committee.

The Designated Professionals for Safeguarding have ensured that the BGPaH policies and procedures reviewed reflects an Equalities and Human Rights agenda; the policies also consider information sharing and safeguarding risks within the GDPR framework.

| Risk | Mitigating actions |
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| <p>The ODS code implementation is not completed by 15th September 2019.</p> <p>Poor quality safeguarding policies and procedures may result in staff being unable to identify and act on safeguarding concerns, to protect patients and staff.</p> | <p>The list size cap will remain at 2600 until the implementation is complete.</p> <p>Designated Professionals reviewing all safeguarding policies, via audits in conjunction with BGPaH safeguarding leads and making recommendations.</p> <p>Review of the policies to ensure escalation processes include contact details of relevant services, within the health economy of BGPaH.</p> |

Supporting documents

- Position Report on Safeguarding Children and Adults Arrangements at Babylon GP at Hand August 2019

Governance and reporting

(list committees, groups, other bodies in your CCG or other CCGs that have discussed the paper)

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| Committee name | Date discussed | Outcome |
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| Primary Care Committee | 18/06/2019 | Birmingham services to launch with list size and catchment area restrictions in place. |
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