

ANNEX 1

RESPONSIBILITIES FOR THE HOME IN RECEIVING THE SOMERSET COMPLEX CARE SERVICE

The CCGP service is commissioned to provide enhanced medical review of patients who have complex health needs and who are most risk of avoidable admissions to hospital. The service is not commissioned to provide general medical or other health or social care services required of the home or provided by other organisations. Before accepting support from the service, the home manager is asked to confirm that that the home will:

1. only expect the GP providing the service to undertake enhanced medical review and associated activities
2. nominate a senior member of staff to be the main contact point between the service and the home
3. agree a timeframe in which the CCGP service will be provided to the home
4. provide a suitable member of staff to meet with the GP at agreed intervals each week
5. provide information as is needed to support the GP to undertake the enhanced review
6. ensure all of its staff are aware of the service, its purpose and scope
7. explain the service to patients and relatives
8. gain the consent of patients before any individual review is conducted (see consent form)
9. take a proactive approach to improving care for individual or groups of patients as identified in the review.
10. in the first instance raise any complaints about the service with the service itself. If this is felt to remain unresolved, raise the issue with the contract lead at (See contact details)
11. monitor and provide the CCGP service with the number:
 - of 999 and OOH calls from the home and reasons for the call (log to be retained by the home)
 - patients supported to die where they wish to
 - pressure sores and grades acquired by patients in the home
 - falls sustained by patients in the home
12. make suggestions about how the service could be improved

ANNEX 2

SOMERSET COMPLEX CARE GP SCHEME PATIENT CONSENT FORM

Service provided by (name of GP and GP practice)	
Service provided to (name of home as the patient's usual place of residence)	

I give my consent for the doctor who provides the Complex Care Service to review my medical treatment and care and make recommendations to my usual doctor, the staff and or my relatives about anything that needs to improve or change: ☐

I understand that the doctor will fully consider my own views as part of the review: ☐
I understand that the doctor will ensure any information that is recorded about me will remain safe and confidential: ☐

My family members and I know how to contact the service if we want to ask questions, make suggestions or raise a complaint: ☐

My name:	
My Signature:	
Today's date:	

Where the individual patient is not able to give their consent through illness, frailty or other genuine reasons, I agree to the review of care being carried out because I consider this to be in the best interests of the individual:

Name	
Position	
Relationship to the individual	
Signature	
Date	

ANNEX 3

SOMERSET COMPLEX CARE GP SERVICE PATIENT INFORMATION (Template to adapt)

Service provided by (name of GP practice):

Service provided to (name of home):

Information about the Service

Some people who live in nursing and residential homes who have several or complicated health problems may benefit from a more thorough review of their care and medical treatment than is usually possible from their usual family doctor (GP).

Somerset Clinical Commissioning Group, who are responsible for NHS services in the county, have organised the Complex Care GP Scheme (CCGP) to provide this service.

The purpose of the review is to check that people in homes are receiving all the care they need, that relatives, carers and staff at the home know how to support them best and to avoid unnecessary admissions to hospital.

The scheme is provided by a Somerset GP who specialises in this work. He or she undertakes the review and, if necessary, advises the patient, relatives, carers and home staff, and the individual's own GP about anything that needs to change or improve.

The CCGP service is provided by a small number of doctors in each part of Somerset and is fully supported by all GP practices in that area.

Standards

The CCGP service is provided in line with all current medical standards and the NHS Constitution. This means, for example, that the service is provided to patients free of charge.

Patients will be treated with dignity and respect and their views and those of their carers and family members will be fully considered.

Any information that is recorded by the GP is treated to the same standards of confidentiality and safety as any other medical records and will only be used to help improve the care of the individual.

Asking questions and contacting the service

You are welcome to ask the home staff or the doctor about the service in more detail or to contact the service to ask questions, make suggestions or if you wish to make a complaint.

[Add details of lead practice here]

ANNEX 4

INDIVIDUAL PATIENT REVIEW TEMPLATE

Domains to remain but format can be amended to aid efficient recording keeping

Home Name	
Patient's Name	
NHS Number	
CCGP Name	
Date of Comprehensive Review	
Date of Follow Up Review	

Element of Review (where relevant)	Comprehensive review check and notes, to include score and outcome	Follow up review check and notes
Physical health and physical examination		
Nutritional assessment (to include MUST score, BMI and swallowing)		
Thromboembolic risk assessment		
Falls assessment – Using falls service model/OT assessment		
Osteoporosis screening -FRAX Scoring		
Medication review		
Medical record review and management of long term conditions		
Screening and immunisation history including flu vaccination status		

Element of Review (where relevant)	Comprehensive review check and notes, to include score and outcome	Follow up review check and notes
Mental health screening to include dementia and depression screening		
Patient's current access to other required services including dental, podiatry, eye services, audiology		
End of Life wishes and plan		
Resuscitation status		
Escalation planning		
The patient's view and experience		
The view of family of carers where appropriate		
Staff concerns or suggestions about improving the care for the patient		
The completeness and relevance of the patient's current care plan		
Any other considerations		
Agreed review date		
Care plan updated		

Element of Review (where relevant)	Comprehensive review check and notes, to include score and outcome	Follow up review check and notes
Main changes to care initiated by home or other parties		
Main changes to care recommended to GP		
Communication with the patient's GP		
Communication with SWAST and OOH		
Patient information uploaded to the Adastra end of life register in accordance with the patient's advanced care plan		

Summary and actions arising from the review

Summary of patient needs or care identified		
Main actions taken directly by CCGP		
Recommendations made to the patient and or carers		
Recommendations made to the home		
Recommendations made to the patients usual GP		
Recommendations made to other parties		

ANNEX 5

RECORD KEEPING LOG AND QUARTERLY REPORT

One form for each home supported by the service

CCGP Service Log completed by	
CCGP Service Log completed date	
Name and address of home supported	
Residential or Care home	Residential / Care (delete as appropriate)
Number of residents	
Start date of CCGP service to home	
Anticipated end date of CCGP service to home	
Log of visit dates and times (in last 3 months)	
Log of 999 and OOH calls and reasons (in last 3 months)	
Key themes from patient and staff feedback	
Key themes from patient and staff satisfaction survey	
Date of peer review of records and key themes identified	
Number of comprehensive reviews completed	
Number of follow up reviews completed	
Emergency admissions in last 3 months	
Number of patient deaths in the last 3 months	
Number of patients supported to die where they wish to in last 3 months	
Date of annual meeting with commissioners	
Identification of unmet need or suggestions on local services improvements	
Agreed actions	

The CCG will provide the following information to the CCGP before the support is commenced with a particular home:

Emergency admissions in previous 12 months	
--	--

ANNEX 6

NOLAN PRINCIPLES

The CCG and localities agreed to manage the Complex Care GP Scheme in accordance with the Seven Principles of Public Life, known as the Nolan Principles, as defined by the Committee for Standards in Public Life:

1. Selflessness

Holders of public office should act solely in terms of the public interest.

2. Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

3. Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

4. Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

5. Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

6. Honesty

Holders of public office should be truthful.

7. Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

ANNEX 7

CONTACT DETAILS

Somerset Clinical Commissioning Group

Somerset Clinical Commissioning Group
Wynford House
Lufton Way
Lufton
Yeovil
Somerset
BA22 8HR
01935 384000

Somerset Clinical Commissioning Group's Accountable Officer for Controlled Drugs

Shaun Green
Associate Director of Medicines Management and Clinical Effectiveness
NHS Somerset CCG
Wynford House (address as above)
Tel: 01935 384043
Email: shaun.green@somersetccg.nhs.uk

Somerset Clinical Commissioning Group Medicine's Management Team

Shelley Hodder
Team Administrator
Medicines Management
NHS Somerset CCG
Wynford House (address as above)
Tel: 01935 384043
Email: shelley.hodder@somersetccg.nhs.uk

Funded Nursing Care Coordinator at NHS Somerset CCG

Charlotte Brown
Funded Nursing Care Coordinator
NHS South West Commissioning Support
Wynford House (address as above)
Tel: 01935 385238
Email: charlotte.brown@swcsu.nhs.uk

The Safeguarding Adults Coordinator at Somerset County Council

Chris Hamilton
Safeguarding and Mental Capacity Act Co-ordinator
Somerset County Council
Blake
Northgate
Bridgwater
01278 437241
Email: cahamilton@somerset.gov.uk