

## Primary Care Commissioning Committees in Common Chair's Action Procedure- Guildford and Waverley CCG; North West Surrey CCG; and Surrey Downs CCG

<b>Guildford and Waverley CCG</b>	✓
<b>North West Surrey CCG</b>	✓
<b>Surrey Downs CCG</b>	✓

<b>Type of resolution:</b>	Emergency Resolution
<b>Date of resolution:</b>	20 September 2019
<b>Subject of resolution:</b>	GP Online Consulting
<b>Summary:</b>	
<p><b>This Chair's Action is applicable to Surrey Heartlands CCGs.</b></p> <p>The service specification set out in the attached document sets out Surrey Heartlands' local requirements for GP online consultation services.</p> <p>As a contribution towards improving access for patients and reducing the pressure on GP services and as part of the General Practice Forward View (GPFV), a £45 million fund has been created across the NHS to stimulate the use of GP online consultation systems, improving access and making best use of clinicians' time.</p> <p>Online consultations systems can provide patients with access to self-help advice, information about conditions and treatments, and a secure channel to discuss clinical queries with their practice. In time it is expected that this channel will include a more seamless approach to digital access that supports patients with new episodes, ongoing care and lifestyle support.</p> <p>Surrey Heartlands is embarking on a ground-breaking plan to integrate healthcare. A new set of Planned Care principles has recently been launched to help deliver a more joined up and co-ordinated approach. Innovative digital services, which can help improve patient experience and care, form part of that work.</p> <p>Recent engagement work has provided input from clinicians, practice staff and patients from all four CCGs into the procurement process and draft specification for GP online consulting.</p> <p>In response to feedback received from members there were two key changes made;</p> <ol style="list-style-type: none"> <li>1) Two 'lots' have been developed within the procurement to give practices a choice between different types of online consulting system.</li> </ol>	

### Working together as the Surrey Heartlands Clinical Commissioning Groups

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- 2) To provide sufficient opportunity to shape the requirements, the engagement phase was extended beyond the project stakeholder group of 60 primary care colleagues and patients to also include PCN clinical directors, Locality Chairs and PCOG members.

Two rounds of feedback have been carried out, with the requirements amended as per the consensus view during conference calls which followed each round.

**Consideration**

As well as the two rounds of feedback, these requirements have also been discussed at project steering group and Surrey Heartlands GPIT meetings.

Subsequent to this, the specifications were presented at PCOG meetings across the four CCGs in August, with recommendations being gained from all for it to proceed to PCCC for approval. PCCC agreed on 13 September 2019 that a decision to proceed be taken as a Chair’s Action following the meeting.

**Conclusion**

Approval to proceed to procurement is now being sought with the service specification featured in the attached paper.

This was discussed at each Primary Care Operational Group (PCOG) prior to PCCCIC approval.

**Chair’s Action:**

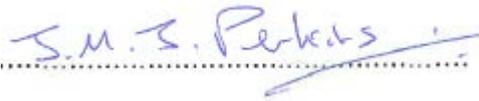
**TO APPROVE:**

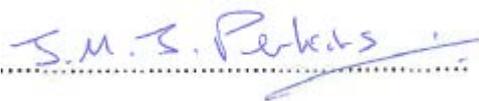
1. the GP online consultations service specification as set out in the attached paper; and
2. that procurement of the GP online consulting solution(s) for a term of two years + a one-year extension be progressed.

**Reason for Chair’s Action:**

It was agreed at the PCCC in Common meeting held on 13 September 2019 that a decision be taken via the Chair’s Action procedure. This will enable the tender to be issued on or around 1 October 2019 and start to deliver the benefits as set out in the attached paper.

<b>Guildford and Waverley CCG</b>	
<b>Approving Officer:</b>	Jonathan Perkins (PCCCIC Convenor) / Sue Tresman (PCCCIC Vice-Convenor) Matthew Tait (Integrated Care System (ICS) Chief Officer) / Karen McDowell (ICS Director of Finance)
<b>Consulted with:</b>	Dr Jane Dempster / Dr David Ratcliffe (Clinical Member)
<b>Lead Director:</b>	Nikki Mallinder, Associate Director of Primary Care Commissioning

Signed:			
<b>PCCCIC Convenor:</b> 			<b>Date:</b> 24/9/19
<b>ICS Chief Officer:</b> Matthew Tait (electronic signature)			<b>Date:</b> 27/9/19
Having consulted with at least one clinical member of the Governing Body. Support must be obtained in writing and record saved by the Governance Team.			
	<b>Name</b>	<b>Job title/ Designation</b>	<b>Record of support?</b>
<b>Clinical Member</b>	Dr David Ratcliffe	Independent GP	✓
This action will be reported to and ratified by the PCCCIC on 8/11/2019			

<b>North West Surrey CCG</b>	
<b>Approving Officer:</b>	Jonathan Perkins (PCCCIC Convenor) / Sue Tresman (PCCCIC Vice-Convenor) Matthew Tait (ICS Chief Officer) / Karen McDowell (ICS Director of Finance)
<b>Consulted with:</b>	Dr Jane Dempster / Dr David Ratcliffe (Clinical Member)
<b>Lead Director:</b>	Nikki Mallinder, Associate Director of Primary Care Commissioning
Signed:	
<b>PCCCIC Convenor:</b> 	<b>Date:</b> 24/9/19
<b>ICS Chief Officer:</b> Matthew Tait (electronic signature)	<b>Date:</b> 27/9/19

Having consulted with at least one clinical and one non clinical member of the Governing Body. Support must be obtained in writing and record saved by the Governance Team.

	Name	Job title/ Designation	Record of support?
<b>Clinical Member</b>	Dr David Ratcliffe	Independent GP	✓

This action will be reported to and ratified by the PCCCIC on 8/11/2019

### Surrey Downs CCG

**Approving Officer:** Jonathan Perkins (PCCCIC Convenor) / Sue Tresman (PCCCIC Vice-Convenor)  
Matthew Tait (ICS Chief Officer) / Karen McDowell (ICS Director of Finance)

**Consulted with:** Dr Jane Dempster / Dr David Ratcliffe (Clinical Member)

**Lead Director:** Nikki Mallinder, Associate Director of Primary Care Commissioning

Signed:

**PCCCIC Convenor:**



**Date:** 24/9/19

**ICS Chief Officer:**

Matthew Tait (electronic signature)

**Date:** 27/9/19

Having consulted with at least one clinical member of the Governing Body. Support must be obtained in writing and record saved by the Governance Team.

	Name	Job title/ Designation	Record of support?
<b>Clinical Member</b>	Dr David Ratcliffe	Independent GP	✓

This action will be reported to and ratified by the PCCCIC on 8/11/2019.