

NHS Rotherham Clinical Commissioning Group

Primary Care Committee – 09 March 2022

Future Management of Local Enhanced Services (LES) Payments

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| Lead Executive: | Ian Atkinson, Executive Place Director |
| Lead Officer: | Rachel Garrison, Senior Contract Manager (Primary Care) |
| Lead GP: | Dr Avanthi Gunasekera, SCE Lead for Primary Care |

Purpose:

To brief the committee on changes to the process for LES payments in general practice.

Background:

For each of the LES's, the team collects data from practices each quarter to either pay on actual activity or verify that set payments are appropriate based on the activity delivered. This process involves practices running a series of queries on the clinical system and then completing a spreadsheet for each field of claim. These individual spreadsheets are then pulled into a master where payment calculations are made and the information is sent to the Finance Team to be added to the payment run, or set payments adjusted accordingly.

Primary Care Delegation Responsibility:

Does this paper relate to Rotherham CCG or delegated business?

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| Rotherham CCG | |
| Delegated | |
| Both Rotherham CCG and delegated | Yes |

Please indicate which area of delegated responsibility this paper covers:

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| Commissioning, procurement and management of GMS,PMS and APMS contracts including taking contractual action | Yes |
| Newly designed enhanced services (including DES) | |
| Local incentive schemes | |
| Discretionary payments | |
| Commissioning urgent care for out of area registered patients | |
| Planning Primary medical care services (PMCS) | |
| Managing practices with CQC / quality concerns | |
| Decisions on premise cost directions | |
| Planning the commissioning of PMCS | |
| Manage the delegated allocation for commissioning of PMCS | Yes |
| Assurance to the governing body on the quality and safety of PMCS | |

Please indicate which of the Delegated Duties Decisions this paper requires:-

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| Delegated Duties – iii – Decisions in relation to the establishment of new GP practices (including branch surgeries) and closures of GP practices. | N/A |
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| Delegated Duties – iv – Decisions about ‘discretionary payments’. | N/A |
| Delegated Duties – v – Decisions about commissioning urgent care (including home visits as required) for out of area registered patients. | N/A |
| Delegated Duties – b – The approval of practice mergers. | N/A |

Analysis of key issues and of risks

The current system is antiquated and open to human error on the part of the practices and the team, and as a result a large part of the process involves making thorough checks of the information as it works its way through. The team has reviewed a number of options over recent years but until now hadn't found a solution that allowed local flexibility and adaptation, which we consider to be essential, and ease of use on the part of the practices.

We have been working with the IT Team in recent months and will shortly be rolling out a new payment method using the Ardens Manager module. Ardens clinical templates are already in use in all Rotherham practices, and are largely the basis of the information the practices manually supply at present. Ardens Manager will automatically extract the information needed each quarter and collate it for the Primary Care Team, and then Officers can access the data for quality checks and payment information. This will save a substantial amount of time for all parties and reduce the potential for human error. The Data Quality Team are working with Ardens to update the clinical templates with a view to implementing once this process is complete.

As with all new processes there is a risk in roll-out and so the system will be tested before being fully implemented. Once up and running, we will still be able to manually extract data and make payments so any errors can quickly be identified and rectified, and practice cash flow will not be impacted.

Ardens is already a popular tool within practices and we have engaged with Practice Managers at repeated points in the journey to find a solution. Those briefings sessions, along with any necessary training, will be stepped up towards the launch date.

Reference to NHSE Primary Medical Care Policy and Guidance Manual (PGM):

Not applicable.

Patient, Public and Stakeholder Involvement:

Not applicable.

Equality Impact:

Not applicable.

Financial Implications:

Not applicable.

Human Resource Implications:

Not applicable.

Procurement Advice:

Not applicable.

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| Data Protection Impact Assessment: |
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| Not applicable. |
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| Approval history: |
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| None. |
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| Recommendations: |
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| To note the change to the LES payments. |
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| Paper is for noting. |
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