

NHS Rotherham Clinical Commissioning Group

PCN Directors/LMC: 11 September 2019

Primary Care Sub Group: 25 September 2019

Primary Care Committee: 9 October 2019

Incentivisation of the APP and the appointments available within it

Lead Executive:	Chris Edwards, Chief Officer
Lead Officer:	Rachel Garrison, Senior Contract Manager (Primary Care)
Lead GP:	Dr Avanthy Gunasekera, SCE GP Lead for Primary Care

Purpose:

To propose a scheme to incentivise the use of the Rotherham Health App, and to increase the number of appointments available within it.

Background:

It is a contractual obligation for all practices to make 25% of their appointments available online. To support the rollout of the Rotherham Health App there is the potential for the CCG to incentivise practices to increase the availability of appointments to be in excess of the contractual obligation, and to achieve all appointments via the App, reducing use of the clinical systems online functions. This would drive patient usage of the App. We also wish to incentivise practices to achieve patient sign-up to the App i.e. create registered users. The CCG has committed to achieving 15% population registration by 31 March 2020.

Delegation responsibility:

Please tick which area of delegated responsibility this paper covers:

Commissioning, procurement and management of GMS, PMS and APMS contracts including taking contractual action	
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 concerns	
Decisions on premise cost directions	
Planning the commissioning of PMCS	
Manage the delegated allocation for commissioning of PMCS	
Assurance to the governing body on the quality and safety of PMCS	

Analysis of key issues and of risks

The Quality Contract in 2018/19 underspent by £94,394.50. If these monies were allocated per practice weighted list (as at 01 January 2019), this equates to 30p per patient and could be given to the Primary Care Network (PCN) once all practices within

it delivered a minimum of 40% of appointments available on the App. This could be checked at quarter end and the monies paid pro rata on achievement i.e. in January and April 2020.

Practices would also receive the same payment (30p per patient) per registered user of the App. For clarity, this means all registration processes are complete and could be made retrospectively for those already registered.

Subject to agreement, the scheme could begin 1st October 2019. Please see appendix 1 for breakdown of monies by practice and PCN, and the number appointments required.

Following consultation with the Clinical Directors of PCNs and the LMC, it was suggested that a sliding scale of achievement be implemented regarding the achievement of 40% of all appointments online. In theory this could be paid at 5% increments i.e. 30%, 35% and 40%. This method would however undermine the principle of the whole PCN achieving before the payment was made, and would create additional workload in monitoring for the Primary Care Team.

Patient, Public and Stakeholder Involvement:

Not applicable.

Equality Impact:

Not applicable.

Financial Implications:

Potential reinvestment of £94,394.50 underspend of the Quality Contract 2018/19, and additional spend of 30p per patient fully registered to achieve full population registration.

Human Resource Implications:

A small amount of Primary Care Team resource would be needed to administer the scheme.

Procurement Advice:

Not applicable.

Data Protection Impact Assessment:

Not applicable.

Approval history:

Not applicable.

Recommendations:

It is recommended that the App is incentivised to deliver online appointments, being paid once the PCN achieve 40% in each practice, and 30p per each fully registered user. This will make best return on investment for the technology, as well as creating

registered users.

Payments should be made to PCNs at quarter end following checks on the standards required.

Paper is for Approval.

Appendix 1 - breakdown of monies by practice and PCN, and the number appointments required

PCN	Practices	Number of appointments provided 01 January to 31 December 2018	Overall number required online contractually (25%)	Overall number required online for minimum incentive payment (40%)	Minimum number required online each week for incentive payment	Individual Allocation for appointments	Individual allocation for registered users (if achieve 100%)	PCN Allocation
Health Village / Dearne Valley PCN	C87017 Clifton Medical Centre	75482	18871	30193	581	£ 4,812.82	£ 4,812.82	£ 37,790.41
	C87030 Crown Street Surgery	49840	12460	19936	383	£ 3,406.78	£ 3,406.78	
	C87029 Market Surgery	62034	15509	24814	477	£ 4,113.30	£ 4,113.30	
	C87005 St Ann's Medical Centre	186230	46558	74492	1433	£ 6,562.31	£ 6,562.31	
Maltby Wickersley PCN	C87016 Morthen Road Group Practice	73466	18367	29386	565	£ 4,137.59	£ 4,137.59	£ 25,742.05
	C87015 Wickersley Health Centre	45770	11443	18308	352	£ 2,482.95	£ 2,482.95	
	C87620 Manor Field Surgery	35823	8956	14329	276	£ 2,283.61	£ 2,283.61	
	C87616 Blyth Road Medical Centre	38558	9640	15423	297	£ 2,167.47	£ 2,167.47	
	C87031 Braithwell Road Surgery	20604	5151	8242	158	£ 1,273.92	£ 1,273.92	
	C87606 Queen's Medical Centre	16653	4163	6661	128	£ 525.48	£ 525.48	
Raven PCN	C87622 Gateway Primary Care	52676	13169	21070	405	£ 2,663.99	£ 2,663.99	£ 29,119.88
	C87014 Treeton Medical Centre	37451	9363	14980	288	£ 2,182.11	£ 2,182.11	

	C87007 Stag Medical Centre	64728	16182	25891	498	£ 4,279.69	£ 4,279.69	
	C87009 Brinsworth	46430	11608	18572	357	£ 3,379.83	£ 3,379.83	
	C87604 Thorpe Hesley Surgery	25200	6300	10080	194	£ 2,054.32	£ 2,054.32	
Rother Valley South PCN	C87002 Dinnington Group Practice	140061	35015	56024	1077	£ 7,409.59	£ 7,409.59	£ 40,055.39
	C87022 Village Surgery	53908	13477	21563	415	£ 2,950.19	£ 2,950.19	
	C87008 Swallownest Health Centre	95939	23985	38376	738	£ 5,515.68	£ 5,515.68	
	C87004 Kiveton Park Medical Centre	64573	16143	25829	497	£ 4,152.23	£ 4,152.23	
Rotherham Central North PCN	C87020 Greenside Surgery	35571	8893	14228	274	£ 2,282.61	£ 2,282.61	£ 25,599.61
	C87003 Woodstock Bower Group Practice	78852	19713	31541	607	£ 4,032.76	£ 4,032.76	
	C87603 Greasbrough Medical Centre	28149	7037	11260	217	£ 1,209.36	£ 1,209.36	
	C87012 Broom Lane Medical Centre	60463	15116	24185	465	£ 4,681.04	£ 4,681.04	
	C87621 Broom Valley Surgery	7405	1851	2962	57	£ 594.03	£ 594.03	
Wentworth 1 PCN	C87006 Magna Group Practice	84464	21116	33786	650	£ 5,152.94	£ 5,152.94	£ 30,481.66
	C87018 High Street, Rawmarsh	44483	11121	17793	342	£ 2,993.12	£ 2,993.12	
	C87013 Parkgate Medical Centre	53402	13351	21361	411	£ 2,366.14	£ 2,366.14	
	C87608 Shakespeare Road	24250	6063	9700	187	£ 1,662.62	£ 1,662.62	
	C87010 York Road Surgery	22584	5646	9034	174	£ 1,639.33	£ 1,639.33	

C87024 Rawmarsh Health Centre	15841	3960	6336	122	£ 1,426.67	£ 1,426.67	
Total	1640890	410223	656356	12622	94,394.50	94,394.50	£ 188,789.00