

## Rotherham Place: OPEL & DoS Process for General Practice

It is important that Practices and Commissioners work together to ensure the NHS 111 Directory of Services (DoS) is kept up to date, so patients are appropriately sign-posted to the correct place. By default, all practices are open to receiving referrals from 111 unless the ICB acts to change the individual status. We might do this when a practice has an emergency that requires temporary limitation of services or closure, but we also might do this when a practice is working under considerable pressure, for whatever reason.

The ICB routinely monitors practice pressures via the OPEL Scores submitted each week – if a practice hits level 3 or above, Rotherham Primary Care Team makes contact to see if there is anything we can do to help. If a practice reaches level 4, one of the options is to temporarily alter the DoS status so 111 referrals are stopped, and patients are directed elsewhere. This is only usually necessary when capacity is limited as not all issues will be helped by amending the DoS, and we make decisions considering the pressures in the system as whole at that point in time to ensure the response is appropriate. Accepting that circumstances sometimes change quickly, it is reasonable to expect that, in the main, issues relating to practice pressures are reflected in OPEL reporting leading up to any request to change the DoS.

The DoS status definitions are:

Green	Amber	Red
DoS Definition	DoS Definition	DoS Definition
<p>Service has capacity available. The service can accept referrals and is likely to meet any disposition timeframe.</p> <p><i>This is the default position unless amended by the ICB.</i></p>	<p>Service has limited capacity. The service can accept referrals, but they are busy and may not be able to meet the disposition timeframe. Alternative services should be considered where possible.</p>	<p>Service has no capacity. The service is not able to accept referrals or has run out of appointments. Services will not present as an option (apart from an emergency department in a catch-all event).</p>

If, outside of OPEL, a practice has a situation they consider could be assisted by changing the DoS status, they can make a request using the following process:

1. Contact the Rotherham Primary Care Team by 3pm at the latest (this cut-off time does not prevent you reporting a problem earlier in the day), Monday to Friday using the Rotherham primary care inbox [syicb-rotherham.primarycare@nhs.net](mailto:syicb-rotherham.primarycare@nhs.net) and mark your email with **High Importance!**
2. The inbox is monitored at intervals throughout the day and this time cut-off allows the team to escalate the problem to someone who can have a conversation with the practice, decide on the appropriate response, and then action before 5pm. We aim to contact practices within an hour of receiving the initial email, but this may be challenging on days when the team is short-staffed; practices can chase a response by telephoning if they need to.
3. If the request to update is supported by the ICB, the Team will contact the DoS to make the change.
4. The status is typically changed for that day before defaulting back to normal unless it is reasonably foreseen that the issue will take longer to resolve, though the actual timeframe for the change will be agreed with practice individually depending on the circumstances. Changes can only be made for a maximum of 120 hours / 5 days.
5. During the time the status is changed, the Primary Care Team will be expected to keep the DoS informed of the situation in the practice and so the practice will need to keep in touch with the Team.

\*NB: accessing this support option will not impact individual practice compliance with the Access standard of the Quality Contract, but you will be asked to identify which of the following QC KPIs you are not meeting so the Team can monitor the impact over time. This will help us to determine if the Access standard remains the right thing to commission, or we need to reconsider, but individual practices will not be singled out in this process.

In brief:

- Practice physically open 8am to 6:30pm with reception and clinical staff available
- Resourced to meet demand, including face to face where requested by the patient
- 10 bookable sessions per week
- Acutely ill children under 12 assessed by a clinician on the same day.
- Accept deflections from YAS
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### **OPEL & DoS Process for SY ICB Rotherham Primary Care Team to follow:**

Although the Rotherham Primary Care inbox is covered each day using a team rota, it will be necessary to ensure checks are made throughout the day and then finally at 3pm each day in case a DoS request has been received. The aim is to have an initial conversation with the practice within an hour of them making contact, so they know the issue is being addressed. The following process will apply:

1. The request should be escalated to a Manager for review; Rachel Garrison if she is available, and to Emma Fenwick or Jude Acher if not.
2. Before telephoning the practice, the Manager should check the OPEL level of TRFT and other Rotherham practices and the recent OPEL history of the practice. The rationale for checking system-wide pressures is to not to refuse to amend the practice DoS on that basis, but to verify whether the situation requires a bigger response than making an individual change.
3. The Manager will review the request and contact the practice as soon as possible to discuss the situation and verify what the problem is, including which elements of the Quality Contract Access standard the practice isn't meeting:
  - o Practice physically open 8am to 6:30pm with reception and clinical staff available
  - o Resourced to meet demand, including face to face where requested by the patient
  - o 10 bookable sessions per week
  - o Acutely ill children under 12 assessed by a clinician on the same day.
  - o Accept deflections from YAS
4. If the request to change to DoS is agreed, please follow these steps:
  - a. Email [necsu.yorkshireandhumberdos@nhs.net](mailto:necsu.yorkshireandhumberdos@nhs.net) to inform them of the change
  - b. You will need to let the DoS Team know:
    - i. the length of time the status should be changed for
    - ii. the Practice name
    - iii. the ODS code
    - iv. whether the request includes any branches or just the main site/s.

\*NB: The DoS Team don't accept OPEL 4 changes to the DoS without commissioner approval. If a practice were to contact them directly at OPEL 3, they would make the change visible to 111 to show they have capacity issues and to select an alternative provider if available i.e. move to Amber but would not stop all referrals.

