

Service Specification 2019-20

Locally Commissioned Service for Deprivation and Inequalities

1. Introduction

People living in deprived areas suffer from health inequalities. Deprivation has been linked to a broad range long term conditions from mental ill health to ischaemic heart disease and diabetes but the burden of disease falls many years earlier than in less deprived areas. Failure to engage in prevention and screening programmes increases the risk of cancer presenting at later stages and contributes to premature death.

Deprived areas have many multi-morbid patients, who also have complex social needs. These communities have a high prevalence of mental health problems. Depression is common and funding for these patients is provided by the QOF (in addition to core funding), but other mental health disorders such as PTSD and anxiety disorder are commonplace, and do not attract funding. Personality-disorder is another diagnosis that does not attract investment, but which requires significant resource to manage at primary care level (without which there would be an even greater burden on secondary care). Due to its nature, PD patients will often drift down the social strata.

The emotional well-being of deprived patients is affected disproportionately by issues such as domestic violence, substance misuse, family-breakdown, and contact with the criminal justice system. There are practices with relatively high numbers of patients from war-torn countries, or those seeking asylum, where English may not be their first language. These are extremely needy patients, requiring expertise, time and compassion –but again this is not funded work. Migrant workers at the poorer end of the social spectrum move to the area seeking work but speak very little functional English although they still require primary care.

Patients from deprived communities often have poor literacy skills, and poor educational backgrounds, they lack coping strategies and tend to be less able to self-care and remain healthy. Therefore in general they are higher users of health care, including primary care, and consultation rates are high.

Employment can also affect how patients interact with healthcare. In deprived communities there are many patients who work within the service industry, in manual jobs, or in factories. They frequently suffer from musculoskeletal problems which can affect their ability to support themselves financially.

The above aspects of work within deprived communities are largely unfunded, but are essential functions of primary care. By performing this work, primary care has less time available to offer to patients with LTCs, or who those need urgent appointments. Practices therefore often have long waiting times, and patient satisfaction can be low, despite the generally high standard of care being offered. There can also be issues with regards recruitment of GPs and others clinical workers, as working within deprived communities can be seen as unattractive or difficult work.

2. Local Context

Some areas of Oxfordshire have more health inequalities than others. In Oxford city, there is a difference of 15 years in mortality between males in different parts of the city. There have been significant cuts in social care funding which has led to severe strains across the system. There have been cuts in budgets for the homeless and the functioning of the new pathways for this group are untested. There are deficiencies in services around refugees and asylum seekers which are often concentrated in a few practice areas mainly in the city and larger towns of the county.

Patients need time with an appropriate team of workers including primary care, to help them understand their problems, and how to navigate their way through the increasingly complex health and social care system. It is generally accepted that primary care as individual practices and working in clusters are well placed to address this but resources are not directed to do this within Oxfordshire. In recognition of the increased workload placed on practices in deprived areas due to the burden of biopsychosocial issues in deprived populations, this locally commissioned service is intended to fund some aspects of the work required to carry out core GMS to deliver good quality access and care to these deprived populations and help address health inequalities which are linked to deprivation.

3. Payment

The payments for 2019-20 are based on:

- **Language Line usage** In recognition of the extended length of consultation required for patients whose first language is not English. Practices are not required to submit any data, however it is expected that clinicians will take full advantage of longer appointment times to ensure that patients are well-informed about appropriate use of health services and have access to health promotion and disease prevention services and initiatives. For this element practices will receive the same amount received in 2018-19 for both Part 1 payments eligible in the 2018-19 deprivation specification.
- **Index of Multiple Deprivation (IMD)** For this element practices that were eligible (based on IMD scores) **and** attained the Part 2 payments in the 2018-19 deprivation specification will receive the same amount received in 2018-19.

Payment will be made as per the attached payment schedule (appendix 1) at the end of Q3. Practices will not be required to invoice the CCG.

4. Termination

This service will terminate on 31st March 2020 unless extended with the agreement of both practices and the CCG following review.

5. Contact

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6. Appendix 1 – Payment schedule for 2019/20

Practice code	Practice name	2019-20 Payment
K84016	19 Beaumont Street Surgery	£2,925
K84049	27 Beaumont Street	£645
K84080	28 Beaumont Street	£2,085
K84613	Alchester Medical Group	£1,510
K84010	Bampton Surgery	£0
Y02754	Banbury Health Centre	£9,667
K84021	Banbury Road Medical Centre	£800
K84032	Bartlemas Surgery	£13,045
K84023	Berinsfield Health Centre	£2,345
K84052	Bicester Health Centre	£6,185
K84058	Bloxham Surgery	£500
K84025	Botley Medical Centre	£1,380
K84075	Broadshires Health Centre	£2,505
K84047	Burford Surgery	£360
K84008	Chalgrove & Watlington Surgeries	£500
K84030	Chipping Norton Health Centre	£960
K84033	Church Street Practice	£4,535
K84034	Clifton Hampden Surgery	£90
K84618	Cogges Surgery	£1,850
K84063	Cowley Road Medical Practice	£20,072
K84056	Cropredy Surgery	£290
K84055	Deddington Health Centre	£1,515
K84002	Didcot Health Centre Practice	£7,730
K84004	Donnington Medical Partnership	£27,192
K84006	Eynsham Medical Group	£1,330
K84071	Goring & Woodcote Medical Practice	£135
K84045	Gosford Hill Medical Centre	£2,460
K84009	Hedena Health	£26,431
K84059	Hightown Surgery	£2,015
K84048	Hollow Way Medical Centre	£19,148
K84040	Horsefair Surgery	£5,150
K84003	Islip Surgery	£335
K84078	Jericho Health Centre	£645
K84605	King Edward St Medical Practice	£405
K84079	Long Furlong Medical Centre	£875
K84066	Luther Street Medical Practice	£245
K84027	Malthouse Surgery	£6,065
K84044	Manor Surgery	£7,870
K84041	Marcham Rd Family Health Centre	£1,725
K84036	Mill Stream Surgery	£1,090
K84038	Montgomery House Surgery	£4,880
K84014	Morland House Surgery	£400

Practice code	Practice name	2019-20 Payment
K84015	Nettlebed Surgery	£0
K84019	Newbury Street Practice	£2,690
K84072	Nuffield Health Centre	£5,255
K84624	Oak Tree Health Centre	£335
K84026	Observatory Medical Practice	£1,335
K84065	Sibford Surgery	£400
K84020	Sonning Common Health Ctr	£1,145
K84617	South Oxford Health Centre	£3,484
K84013	St. Bartholomews Medical Centre	£8,830
K84060	St. Clement'S Surgery	£3,811
K84011	Summertown Health Centre	£1,865
K84007	Temple Cowley Health Centre	£5,190
K84054	The Abingdon Surgery	£3,510
K84035	The Bell Surgery	£470
K84610	The Charlbury Medical Centre	£45
K84001	The Hart Surgery	£870
K84082	The Key Medical Practice	£4,260
K84031	The Leys Health Centre	£23,749
K84050	The Rycote Practice	£1,105
K84037	Wallingford Medical Practice	£5,360
K84028	West Bar Surgery	£15,912
K84051	White Horse Medical Practice	£3,690
K84017	Windrush Medical Practice	£4,135
K84024	Windrush Surgery	£6,876
K84043	Woodlands Medical Centre	£4,290
K84062	Woodlands Surgery	£6,891
K84042	Woodstock Surgery	£135
K84046	Wychwood Surgery	£200
Totals		£305,728