

Our ref: IG/FOI/23.R.372

29 November 2023

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 27 October 2023, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partly hold the information that you require.

For ease of reference your request is set out below and our response follows:

Your Freedom of Information (FOI) Request:

I would be grateful if could provide me with a copy of:

- (a) the contract that the health board has with whoever provides the out of hour GP services in the Machynlleth area;
- (b) the document(s), if any, which contain(s) the policy or procedure that is to apply when a person on whose behalf an emergency ambulance has been requested subsequently requests GP help; and
- (c) the contract that the health board has with whoever runs the Glan Irfon health and care centre in Builth Wells, and the data indicating the occupancy rate and length of stay for the 12-bed unit since 1 January 2023, and for the calendar year 2022.

Powys Response:

Qa Summary of services provided under the contract for the provision of out-of-hours General Medical Services (GMS) and Medical Cover at Community Hospitals for Powys Teaching Health Board.

1. Services

Powys Out of Hours (OOH) General Medical Services (GMS) including Clinical Triage, Face to Face appointments and OOHs Drugs.

- Out of Hours is defined as:

6.30pm to 8.00 am Monday to Thursday.

6.30pm Friday to 8.00am Monday on Weekends, and

All day on public and bank holidays.

The Provider provides out of hours medical cover for all Powys residents during the out of hours period, including medical cover for Powys Teaching Health Board Community Hospitals, including Minor Injury Unit cover at Welshpool, Llandrindod Wells and Brecon Community Hospital.

The provider must ensure that there is, at all times, a sufficient level of clinical cover to provide a safe and accessible service across Powys.

The Provider must ensure that OOH standards are adhered to at a National and Local level as required and as per standards as current.

The component parts of the contract are:

- a. Clinical Assessment Service.

Provides call handling and clinical assessment for calls.

- a. Out of Hours GMS Cover.

Provides Urgent Primary Care Services (advice and face to face consultations) where assessed as required by the Clinical Assessment Service.

- a. Powys Urgent Response Service at Home.

Response at home where needed during OOH.

1.4 Community Hospitals

Provides out of hours medical cover for Powys Teaching Health Board Community Hospitals, including Minor Injury Unit cover at Welshpool, Llandrindod Wells and Brecon Community Hospital.

2. QUALITY STANDARDS

2.1 The Contractor must report regularly to the PTHB its compliance with the following quality standards.

2.2 The Contractor must send details of all OOH consultations (including appropriate clinical information) to the practice where the patient is registered by 8.00am the next working day.

2.3 The Contractor must ensure that patients have access to a suitably qualified doctor when clinically appropriate.

2.4 Providers must have systems in place to support and encourage the regular exchange of up-to-date and comprehensive information.

2.5 The Contractor must regularly audit a sample of patient contacts and appropriate action will be taken.

2.6 The Contractor must regularly audit a random sample of patients' experiences of the service (for example 1% per quarter) and appropriate action must be taken.

2.7 The Contractor must operate a complaints procedure that is consistent with the principles of the NHS complaints procedure.

2.8 The Contractor must demonstrate their ability to match their capacity to meet predictable fluctuations in demand for their contracted service. They must also have robust contingency policies for those circumstances in which they may be unable to meet unexpected demand.

2.9 Telephone Clinical Assessment includes:

- Identification of immediate life-threatening conditions:
- Definitive Clinical Assessment.
- Outcome.

2.10 Face to Face Clinical Assessment includes:

- Identification of immediate life-threatening conditions
- Definitive Clinical Assessment
- Outcome

2.11 Child Protection Arrangements:

The Contractor will ensure adequate child protection arrangements are in place in accordance with the document 'Local Health Boards Child Protection Standards for Primary Care Out of Hours Services 2004' produced by the National Public Health Service for Wales. A copy of this document is available from the PTHB's Head of Child Protection.

Qb We are unaware of any policies or procedures that apply when a person on whose behalf an emergency ambulance has been requested and subsequently requests GP help, you may wish to contact individual Practices for their policies relating to this. There is guidance relating to attendance of clinicians outside of Practice premises which we have outlined below. Please note these do not specifically refer to occasions relating to ambulance calls.

GMS Regulations Schedule 3
Attendance outside practice premises

6. (1) Where the medical condition of a patient is such that, in the reasonable opinion of the contractor—

- (a) attendance on the patient is required, and
 - (b) it would be inappropriate for the patient to attend at the practice premises, the contractor must provide services to that patient at whichever of the places described in sub-paragraph (2) is in the contractor's judgement the most appropriate.
- (2) The places described in this sub-paragraph are—
- (a) the place recorded in the patient's medical records as being the patient's last home address,
 - (b) such other place as the contractor has informed the patient and the Local Health Board is the place where the contractor has agreed to visit and treat the patient, or
 - (c) another place in the contractor's practice area.
- (3) Nothing in this paragraph prevents the contractor from—
- (a) arranging for the referral of the patient without first seeing the patient, in any case where the patient's medical condition makes that course of action appropriate, or
 - (b) visiting the patient in circumstances where this paragraph does not place the contractor under an obligation to do so.

GMC Good Medical Practice guidance

[Good medical practice - professional standards - GMC \(gmc-uk.org\)](http://www.gmc-uk.org)

Section 26 details: 'You must offer help if emergencies arise in clinical settings or in the community, taking account of your own safety, your competence and the availability of other options for care.'

Qc Powys Teaching Health Board can confirm that Powys County Council hold this information and we therefore suggest you contact them directly for further information via this link: [Make a Freedom of Information request \(or EIR\) - Powys County Council](#)

Should you need any further assistance, please do not hesitate to contact me at the address below.

If you are dissatisfied, with the way your request has been dealt with by PTHB, you have the right to request a review in which case you should write to:

Chief Executive
Powys Teaching Health Board Headquarters
Glasbury House
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY

If you are still dissatisfied at the end of the review, you may complain to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales

2nd Floor,

Churchill House,

Churchill Way,

Cardiff, CF10 2HH

Tel: 029 2067 8400 Fax 029 2067 8399

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Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi. We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.

Yours sincerely



Pete Hopgood

Director of Finance, Information & IT Services

Deputy Chief Executive