

South Tees Access and Response (STAR) Scheme

Middlesbrough, Redcar & Cleveland

Number of patients covered: 291,943

Number of practices participating: 46

Names of CCGs covered: South Tees CCG

Summary of scheme's work

- Simple, accessible, high quality GP led extended hours
- Local GPs working within the scheme
- Integration with NHS 111 service
- Telephone Consult & Treat, STAR Hub Visit and Home Visiting service offered
- Supporting Community Nursing team, AAU, Minor Injury Units, A&E, Care Homes and Ambulance service
- Promoting self-care
- IT integration and Access to full GP Record

Our top two areas of progress and one area of challenge are:

Progress One: Training

The service has appointed a Clinical Training Lead and a Practice Manager Training Lead.

We have provided successful training sessions including:

- 30+ admin staff covering IG and Protocols
- IT super user training course
- SystemOne overview, Information Governance, Clinical Triage and Clinical Protocols for GPs and NPs.

Progress Two: Clinical Negligence

We have an interim solution which will lead to a provider giving our service clinical negligence cover for all clinicians. The interim solution involves CNA providing corporate cover for admin and nursing staff plus clinical negligence cover for NPs..

In the first year of the CNA agreement we will share all complaints and claims reporting in order they can assess the risk and provide us with a quote for subsequent years which will cover all clinicians.

Challenge: CQC

Registration process has taken five months.

Delays caused by conflicting advice given by local CQC officer and then registration inspector.

Time was then lost by individual letters of rejection from the CQC being sent for each minor error.

Regional Team informed us that wrong forms submitted, so then original forms were re-submitted.