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

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
- SystmOne 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.