



16 November 2018

## FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

### FOI Reference Number: 18791

I refer to your email of 24 October requesting information in respect of delegated home visiting services.

I can confirm on behalf of Great Yarmouth and Waveney, North Norfolk, South Norfolk, Norwich and West Norfolk CCGs and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold the information that you have requested. A response to each element of your request is detailed below:

*We are interested to know about any 'delegated home visiting services'. Some CCGs have developed services whereby GP surgeries delegate some of their patient home visits. We are interested to know both if you have, or have not adopted this service. We would like to know:*

- Do you delegate / outsource any home visiting services within your CCG? How many years has this service been in place?*
- How is this managed? Including: how does the patient access the visit + how are 'suitable' patients selected for this service; who visits (e.g. GP, paramedic); how are they paid (by the practice, directly by CCG or other) and how much is this service costing each year?*
- Have you conducted / commissioned any evaluations of this service (and if so, please could you provide me with a copy)?*

### Responses

I can confirm **North, South and West Norfolk CCGs** do not delegate/outsource home visiting services. Therefore the remainder of the questions are N/A.

Regarding **Norwich CCG** I can advise a "proof of concept" is being delivered by Norwich Practices Limited as a pilot. The service commenced in April 2018 and will be piloted for a period of two years. Patients are required to request a home visit from their registered GP Practice. The request is subsequently clinically triaged and if appropriate the visit request is sent, via the remote booking facility in SystemOne to the Home Visiting Service.

The pilot is a nurse led service i.e. by utilising Advanced Nurse Practitioners as well as Emergency Care Practitioners / Paramedics. The service is being funded by the CCG, from PMS monies for the duration of the pilot. As the service is being rolled out on a phased basis the CCG is not in a position to confirm the costing per year, as this may change and is dependent on a number of factors, including staff costs.

The service was internally evaluated during the initial phase. A local GP & Honorary Research Associate at the University of East Anglia is in the process of applying for funding from the National Institute of Health Research (NIHR) Collaborations for Leadership in Applied Health Research and Care (CLAHRC), to conduct a formal evaluation of the service.

Regarding **Great Yarmouth and Waveney CCG** I can advise a delegated home visiting service has been commissioned by the Lowestoft Locality, known as Lowestoft Primary Care Alliance (LPCA). The locality has invested its transformation monies to develop the service to provide a home visiting service to 5 of the 7 practices in the area. The service commenced in July 2018, on a two year pilot.

The other localities in Great Yarmouth and Waveney have home visiting services at practice level; these are made up of GPs, Paramedics and Advanced Nurse Practitioners. These are managed and funded at a local level. The Lowestoft service is delivered by a specialist paramedic, who covers all five practices; known as the Domiciliary Care Practitioner, who is employed and managed by a single practice on behalf of all five practices.

Patients are required to request a home visit from their registered GP Practice. The request is subsequently clinically triaged and if appropriate the visit is arranged with the Domiciliary Care Practitioner. As well as visiting the housebound (using a lap-top to access patients' clinical records across the five practices by smartcard) the role has quickly developed to include being a member of some surgeries same-day teams for seeing patients presenting with urgent medical problems. The service is being funded by practice using transformation monies, a MOU is in place for the joint use of the role and the Domiciliary Care Practitioner shifts are rotated across all five sites. The service will be evaluated internally with support from the CCG at the first quarter. This is a 2 year pilot, ongoing evaluation will be undertaken.

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM CSU  
FOI Team, Room 18  
Scarsdale  
Newbold Road  
Chesterfield  
S41 7PF

Email [agcus.foi.norfolkwaveneyccgs@nhs.net](mailto:agcus.foi.norfolkwaveneyccgs@nhs.net)

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the CCG.

The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113, email [casework@ico.org.uk](mailto:casework@ico.org.uk)

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Yours faithfully

Philip Humphreys

***FOI Manager, Arden & GEM CSU***

**On behalf of  
Great Yarmouth and Waveney,  
North Norfolk, South Norfolk  
Norwich and West Norfolk CCGs**