

**NHS Commissioning Board
Arden, Herefordshire and Worcestershire Area Team**

**Directed Enhanced Service (DES)
Remote Care Monitoring (Preparation Scheme) 2013-14**

1. Introduction

- 1.1 This Directed Enhanced Service has been designed to reward GP practices for undertaking preparatory work in 2013/14 to support the subsequent introduction of remote care monitoring arrangements for patients with long term but relatively stable conditions (in 2014/15)
- 1.2 This Directed Enhanced Service is for one year from 1st April 2013 and will be reviewed for 2014/15 to reflect the transition to implementation of agreed monitoring arrangements.
- 1.3 Remote care monitoring schemes can support better outcomes for patients and reduce the need for acute care as part of a whole system approach to care management and self-care. There are many different types of remote monitoring schemes, which offer different levels of support for patients depending on their needs. For maximum impact, these schemes need to be adapted to reflect local care delivery models. For further information and resources see: information on the Long Term Conditions programme (<http://www.improvement.nhs.uk/LongTermConditions.aspx>) and 3millionlives (<http://3millionlives.co.uk/>)
- 1.4 Greater use of remote care monitoring for patients with long term but stable conditions agreed as part of a care planning discussion has the potential to improve people's quality of life and to reduce unnecessary appointments and the need for pre-assessment or patient administration at the GP practice, freeing up valuable GP and practice staff time.
- 1.5 NHS England will be working with stakeholders to establish standard protocols and procedures that can be used across a number of long-term conditions for the local priorities agreed under this enhanced service.

2. Aim

- 2.1 The aims of this enhanced service in 2013/14 are for GP practices to:
 - a) identify and agree the priority clinical areas for remote care monitoring to be implemented in 2014/15;
 - b) record appropriate patient preferences for receiving and monitoring the required test results;
 - c) maintain up to date contact details for relevant patients; and,
 - d) plan a system for registering patients for remote care monitoring of the agreed local priority.
- 2.2 The intended benefits for patients are that those with a long-term condition can be better supported to monitor their health and potentially improve the management of their clinical condition(s), including a reduced need to visit their GP practice.
- 2.3 This enhanced service will be reviewed for 2014/15 to reflect the transition to implementation of agreed remote care monitoring arrangements.

3. Eligibility

- 3.1 NHS England will seek to invite and sign up GP practices to participate in this enhanced service by 30th June 2013.
- 3.2 NHS England will record GP practices participation on the CQRS which is replacing manual systems for calculating and reporting quality and outcomes for many GP services including some enhanced services where achievement data can be obtained from GP clinical systems via the GP Extraction Services (GPES).

4. Delivering the Enhanced Service

- 4.1 The requirements for GP practices participating in this enhanced service are to:
 - a) agree with the Clinical Commissioning Group (CCG) the long term condition that is to be the local priority for remote care monitoring in 2014/15;
 - b) identify the on-going tests or bodily measurements required to support the stable management of the chosen condition and how those tests and measurements will be accessed or fed in by the patients with the condition;
 - c) identify the options that will be available to participating patients for the monitoring of results from such tests or measurements other than by face to face consultation (eg video call, telephone, text, email or letter) and the governance arrangements to support these including safe and confidential exchange of information;
 - d) update patient records to identify the preferences of those with the chosen long-term condition and maintain up to date contact details as appropriate to those preferences;
 - e) plan a registration system for patients with the long-term condition wishing to participate in the remote care monitoring service.

5. Accreditation

- 5.1 NHS England Arden, Herefordshire and Worcestershire Area Team requires that services are properly led and supervised both clinically and managerially as set out in the Government's paper 'World Class Commissioning: Vision' (Dec 2007).
- 5.2 The Practice must satisfy NHS England Arden, Herefordshire and Worcestershire Area Team that all health care professionals are appropriately accredited and trained to provide the services detailed in this Service Specification
- 5.3 Practices must ensure that:
 - a) Health care professionals providing the service hold membership of an approved professional body and are approved and included on NHS England Performers list
 - b) Health care professionals have a regular appraisal and maintain professional development generally.

- c) The Practice will procure appropriate training for staff to ensure safe and competent delivery of this service specification
 - d) Up-to-date certifications of competency must be maintained and may be requested by the NHS England Arden, Herefordshire and Worcestershire Area Team
- 5.4 Practice Protocols: - The Practice will ensure all health care professionals are compliant with the Practice protocols for the clinical management of all patients in receipt of services commissioned. These protocols must be in line with best practice clinical guidelines and be reviewed on a regular basis. The Practice must ensure that all protocols reflect up-to-date national and local guidance and are amended in the light of any changes.
- 5.5 Practice Recording Systems: - As relevant to the Service Specification, a register of all patients will be maintained at all times and include the patient's name, identification number and other relevant information to the service. This information must also be included within the patient's lifelong record.

6. Service Quality

- 6.1 NHS England requires that services are properly led and supervised both clinically and managerially.
- 6.2 Providers must ensure that appropriate training for staff to ensure safe and competent delivery of this service specification.
- 6.3 The Provider must ensure that all protocols reflect up to date national and local guidance and are amended in light of any changes.

7. Payments for participating in the service

- 7.1 Payment available to participating GP practices in 2013/14 financial year will be £0.21 per registered patient.
- 7.2. This will be payable by NHS England in the month following the end of the quarter in which the GP practice enters into the agreement with NHS England Arden, Herefordshire and Worcestershire Area Team to participate in the remote care monitoring (preparation) directed enhanced service. This upfront payment is made in recognition of the costs to be incurred in preparing for the implementation of remote care monitoring arrangements for the 2014/15 financial year.
- 7.3 Administrative provisions relating to payments under this directed enhanced service are set out in Annex 1.

8. Monitoring

- 8.1 GP Practices will be required to submit a return to NHS England Arden, Herefordshire and Worcestershire Area Team at the end of the financial year providing a summary of local decisions reached on a), b) and c) and to confirm progress against d) and e) of Section 4 of this Enhanced Service specification. A template will be provided by NHS England.

9. Termination of Agreement

- 9.1 Both the Provider and the commissioner may terminate this agreement by giving not less than one month's notice in writing to the other party

10. Variation of Agreement

- 10.1 NHS England may vary this agreement by giving not less than one month's notice in writing to the provider unless required to do so under the national policy

Annex 1

Administrative provisions relating to payments under the remote care monitoring (preparation) enhanced service

1. Payments under this remote care monitoring (preparation) enhanced service are to be treated for accounting and superannuation purposes as gross income of the GP practice in the financial year.
2. The amount calculated as payment for the financial year falls due on the last day of the month following the end of the quarter in which the GP practice agrees to participate in this enhanced service.
3. Payments under remote care monitoring (preparation) enhanced service, or any part thereof, will be made only if the GP practice satisfies the following conditions:
 - a) The GP practice must make available to NHS England any information which NHS England needs, and the GP practice either has or could be reasonably expected to obtain, in order to establish whether the GP practice has fulfilled its obligation under the enhanced service arrangements;
 - b) The GP practice must make any returns required of it (whether computerised or otherwise) to the Exeter Registration System or CQRS, and do so promptly and fully; and,
 - c) All information supplied pursuant to or in accordance with this paragraph must be accurate.
4. If the GP practice does not satisfy any of the above conditions, NHS England may, in appropriate circumstances, withhold payment of any, or any part of, an amount due under this enhanced service that is otherwise payable.

Provisions relating to GP practices that terminate or withdraw from the enhanced service prior to 31 March 2014 (subject to the provisions below for termination attributable to a GP practice split or merger)

5. Where a GP practice has entered into a remote care monitoring (preparation) enhanced service but its primary medical care contract subsequently terminates or the GP practice withdraws from the enhanced service prior to 31 March 2014, the GP practice is entitled to a payment in respect of its participation, if such payment has not already been made, calculated in accordance with the provisions set out below. Any payment calculated will fall due on the last day of the month following the month during which the NHS England has all the information it needs to calculate such a payment.
6. In order to qualify for payment in respect of participation under the enhanced service, the GP practice must provide NHS England with the information under *paragraph 8 of the enhanced service specification* before payment will be made. This information should be provided in writing, within 28 days following the termination of the contract or the withdrawal from the enhanced services agreement.
7. The payment due to GP practices who terminate or who withdraw from the enhanced service agreement prior to 31 March 2014 will be calculated as per the provisions, of the enhanced service specification – subject to the provisions of paragraph 8 of this annex.

8. NHS England is entitled, if a payment has already been made – or is payable to the GP practice(s) in respect of that financial year- to seek recovery of the payment, or any part thereof, where the information supplied under paragraph 8 of the enhanced service specification, in the reasonable opinion of NHS England may include a pro-rata adjustment calculated as £0.21 divided by 365 days, multiplied by the number of days the practice did not provide the services during the financial year, multiplied by the number of registered patients.

Provisions relating to GP practices who merge or split

9. Where two or more GP practices merge or are formed following a contractual split of single GP practice and as a result of the registered population is combined or divided between new GP practice(s), the new GP practice(s) may enter into a new or varied agreement to provide the remote care monitoring (preparation) enhanced service.
10. The enhanced service agreements of the GP practices that formed following a contractual merger, or the GP practice prior to contractual split, will be treated as having terminated and the entitlement of the GP practice(s) to any payment(s) will be assessed on the basis of the provisions of paragraph 5 of this annex.
11. The entitlement to any payment(s) of the GP practice(s), formed following a contractual merger or split, entering into the new or varied agreement for the remote care monitoring (preparation) enhanced service, will be assessed and any new arrangements that may be agreed in writing with NHS England will commence at the time the GP practice starts to provide such new arrangements.
12. Where that new or varied agreement is entered into and the new arrangements commence within 28 days of the new GP practice(s) being formed, the new arrangements are deemed to have commenced on the date of the new GP practices(s) being formed. Payment will be assessed in line with the enhanced service specification – subject to provisions of paragraph 13 of this annex.
13. NHS England is not obliged to make a payment, or any part thereof, if payment has already been made or is payable to the previous GP practice(s) to make an adjustment to the payment, or any part thereof, if payment has already been made or is payable to the previous GP practice(s) for participating in the enhanced service during that financial year.

Provisions relating to non-standard splits and mergers

14. Where the GP practice participating in the enhanced service is subject to a split or merger and –
 - a) the application of the provisions set out above in respect of splits of mergers would, in the reasonable opinion of NHS England, lead to an inequitable result; or,
 - b) the circumstances of the split or merger are such that the provisions set out in this section cannot be applied,

NHS England may, in consultation with the GP practice or GP practices concerned, agree to such payments as in NHS England's opinion are reasonable in all circumstances.

**Participation Agreement
NHS England
(Arden, Herefordshire and Worcestershire Area Team)
Remote Care Monitoring (Preparation Scheme) Directed Enhanced Service**

This document constitutes an agreement between the NHS Commissioning Board (**the commissioner**) and a GMS/PMS or APMS contractor (**the contractor**) in respect of delivering enhanced services for the Remote Care Monitoring (Preparation Scheme) Directed Enhanced Service.

By entering into this agreement the contractor enters into an arrangement to deliver enhanced primary medical services:

- (i) in line with the requirements of the service specification published by the commissioner which is deemed to be a part of this agreement (and which may be attached for reference); and,
- (ii) for the duration specified below.

Duration of agreement: from 1st April 2013 to 31st March 2014

The contractor reserves the right to withdraw from the enhanced service by giving 3 months' notice to the commissioner. The commissioner reserves the right to terminate this agreement should the contractors GMS/PMS/APMS contract be terminated or be subject to such conditions that in the reasonable opinion of the commissioner warrant early termination.

Signed on behalf of **the commissioner**

Date

Signed on behalf of **the contractor**

Date

Please note for GMS practices, one partner may sign, for PMS and APMS contractors, all signatories to the PMS or APMS agreement must sign

Practice stamp:

Practice number M _____

Please return to:

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