

MEETING:	Haringey Clinical Commissioning Group Governing Body Meeting
DATE:	Thursday, 11 May 2017
TITLE:	Incident involving London Central and West Unscheduled Care Collaborative (LCW)
LEAD DIRECTOR/ MANAGER:	Jennie Williams, Executive Nurse and Director of Quality and Integrated Governance
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Summary:

The purpose of this report by Enfield CCG as co-ordinating commissioner for the North Central London (NCL) Clinical Commissioning Groups is to update all CCGs on an incident relating to London Central and West Unscheduled Care Collaborative (LCW).

Supporting Papers:

None

Recommended action:

The Governing Body is asked to:

- **NOTE** the contents of this report and endorse the next steps including costs (yet to be determined).

Audit Trail: None

Patient & Public Involvement (PPI): None

Equality Impact Analysis: None

Risks: None

Resource Implications: None

Incident involving London Central and West Unscheduled Care Collaborative (LCW)

Introduction

1. In September 2016 NHS Enfield CCG awarded a contract for Integrated Urgent Care to London Central and West Unscheduled Care Collaborative (LCW). NHS Enfield CCG awarded this contract on behalf of all CCGs in North Central London in its role as co-ordinating commissioner.
2. On Friday 31 March 2017 the CCG was notified of a potential press article involving operating procedures at LCW. On Sunday 2 April The Sun published a press article online; this was then published in print on Monday 3 April. The Sun reporter contacted the Department of Health (DH) directly and the DH contacted NHS England.

Background

3. LCW is NCL CCGs' Integrated Urgent Care Service, which provides 111 and GP Out of Hours Services. LCW also provides services to the Inner North West (INWL) CCGs.
4. An undercover journalist applied to become a call handler at LCW and had been undergoing training.
5. In the article published in The Sun a number of serious allegations were made:
 - Suicidal patients being put on hold until they hung up
 - Staff asleep at their desks and managers playing cards
 - Toilet showed traces of cocaine
 - Trainers told to lie to callers when struggling to use the computer system
 - Managers altered time sheets on training so the reporter could start taking calls unaided.

Actions to date

6. The following actions have been undertaken:

Date	Action
2 April 2017	NCL Clinical Responsible Officer undertook immediate assessment to ensure service was safe to continue
3 April 2017	LCW declared an incident and recorded on STEIS (the database for logging of serious incidents).

	Enfield CCG notified NCL Chief Officers and NCL Accountable Officer
	Director of Primary Care Commissioning/Deputy Chief Officer, Director of Quality and Governance and Clinical Responsible Officer met with provider, INWL CCGs and NHS England to decide if services should be suspended. Agreed that the available evidence did not indicate any identifiable risk to patient safety and therefore there was not any justifiable reason to suspend the service at this time. There was not any evidence identified to suggest that the service was unsafe or that any patient harm had occurred.
4 April 2017	LCW wrote to commissioners formally notifying incident as per contract governance.
5 April 2017	Enfield CCG issued contract letter covering General Conditions GC 5.2.5, 5.2.6, 5.2.7 and 5.2.8.
7 April 2017	Terms of Reference for internal investigation agreed with output date agreed as 7 May 2017. Confirmed in contract letter.
	Enfield CCG formally wrote to NHS England notifying of incident, details of internal investigation and agreement to commission an independent review.
	Commissioners and NHS England agreed to commission an independent investigation. The cost of the independent investigation will be shared between commissioners across NCL and INWL CCGs.
12 April 2017	LCW confirmed agreement to Incident Review process.

Next Steps

7. The internal investigation triggered under GC (General Conditions) 5 requires LCW to respond by 7 May 2017. The conclusion of this investigation will determine the level of incident reported under STEIS and the timeline for response.
8. An independent investigation is being commissioned in conjunction with West London CCG (on behalf of the INWL CCGs) and NHS England. Terms of Reference will be agreed with the Chair on appointment. The cost (yet to be determined) of the independent investigation will be shared between commissioners across NCL and INWL CCGs.