



North Central London
Integrated Care Board

Enhanced Access to General Practice

Joint Health Overview and
Scrutiny Committee

15 July 2022

How is 'enhanced access' currently provided across North Central London (NCL)?

Nationally, there are currently two forms of 'enhanced access' in general practice:

Extended Access Hubs

- Weekday evenings 6.30-8pm, and weekends and bank holidays (8am-8pm):
- Multiple sites in each borough which can be accessed by any patient registered in that borough. Currently run by our GP Federations or other primary care providers.
- They offer both pre-bookable and on the day appointments, and NHS 111 can also book patients in if they need to be seen.
- Borough arrangements reflect different patterns of demand, usage and investment (increased investment in Enfield).
- London is the only region to consistently offer Sunday services.

Extended Hours:

- GP practices receive direct funding to provide 'extended hours' to expand their own practice's core opening hours and provide additional early morning, evening and weekend sessions.
- Timing of these sessions is determined by the practice and must include emergency, same day and pre-bookable appointments.

What do NCL hub services currently provide?*

- Currently around half of all hub capacity is provided at weekends
- Weekday evening provision is varied to meet local patient need.
- Hubs provide a mix of same day/urgent (60%) and planned (40%) care appointments.
- Around 50% of bookings come from Practices, with the rest coming from 111 or patient self-referral.
- 95% of appointments are with a GP
- 87% are telephone-based.
- 64% of patient needs are met with a single appointment. 18% of patients need follow-up in primary care and 18% require onward referral.

What is changing in October 2022?

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- From October 2022, Primary Care Networks (PCNs) - groups of local GP practices working together - will take over the responsibility for providing enhanced access appointments for the patients in their area. This realises a National intention to combine the existing extended *hours* and extended *access* services into a single national specification
- Nationally, funding will be combined and given directly to PCNs to provide services for their patients. PCNs need to submit plans to show how they will deliver this access for patients by 31 July 2022 (draft plans) with final plans agreed by the Integrated Care Board (ICB) by 31 August 2022.
- PCNs are required to show that the plans that they develop are based on engagement with patients, are responsive to known patient views, and reflect the patient need in their area. The ICB is responsible for assuring the PCN plans and ensuring that they form part of a cohesive Integrated Care System (ICS) approach.

Timescales for change

The timeframes for these changes have been set nationally:

- National specification released – 31 March 2022
- PCNs to submit draft plans for delivery of enhanced access for their patients – 31 July 2022
- PCNs and ICB to agree final plans - 31 August 2022
- PCNs to start delivering the new service – 1 October 2022

How the National specification compares to our current offer

What's similar to our current provision?

- **Capacity:** the overall number of hours to be provided.
- **Hub locations:** need to be convenient for the PCN's patients to access and at a minimum, equivalent to the current number of hub sites.
- **Type of appointment:** PCNs will need to provide a mixture of face-to-face and remote (telephone, video, online) appointments and the ability to pre-book appointments in advance, as well as booking on the same day.
- **Staff that people will see:** Appointments will continue to be available with GPs and Practice Nurses in addition to other roles.

What are the differences?

- **Hours of operation required:** 6.30-8pm Monday to Friday, 9-5pm Saturday – the national specification does not include any requirement for services to be provided on a Saturday evening 5-8pm or on Sundays and Bank Holidays. NCL is looking at how to address this. This would create a cost pressure, but would maintain hours of operation and increase overall capacity.
- **NHS 111:** Removal of 'ring-fenced' appointments for NHS 111 to book into. More focus on PCNs providing more pre-bookable appointments for their patients and more 'planned' care.
- **Telephony and IT** - the specification asks PCNs to make sure they can book into/cancel appointments within the PCN, make referrals/request tests; view/update patients' records. This generally exceeds digital capabilities of current provision.

How is the ICB working with PCNs?

Supporting PCNs to develop their plans

- PCNs must develop local plans that meet the requirements in the national spec and deliver high quality services to their patients.
- We held two workshops (May and June) to support PCNs in their planning, focusing on consistency of service development, anchored around understanding and meeting patient needs.
- We have developed and shared a survey that PCNs can issue to patients to gather their views and ensure this informs their plans.

Comms and engagement*

- The window for engagement is tight, with responsibility shared between PCNs locally and the ICB at system level. The ICB must consult if PCN plans differ 'significantly' from current offers.
- We are using existing patient feedback and a central patient survey to support PCNs' own engagement work.
- We are also communicating with a range of system partners and stakeholders
- The ICB is involving patient representatives in our approach to assuring PCN plans

Meeting gaps left by the national specification

- We have committed to meeting gaps in provision (Sundays, Bank Holidays, 111 slots) and are considering commissioning options for Oct – Mar 22/23 and beyond.
- We are currently modelling demand for services to ensure we optimise resources and workforce
- We are looking at how we support current providers to deliver a revised offer on current terms and conditions.

Engagement and equality impact

- Our engagement approach has centred on:
 - Using known patient feedback, insights, experiences to inform plans - sharing this with PCNs at an early stage.
 - Providing support, advice and opportunities for PCNs to engage residents e.g. through borough patient groups.
 - Communicating and engaging with partners and stakeholders
 - Involving patient representatives in our assurance of PCN plans
 - Developing a survey to support PCN engagement – with advice on how to share the survey and support those who may need help to complete it for any reason. The survey has also been shared via the ICB's networks, including Healthwatches and community organisations. It closes 10 July. Over 1800 responses to date.
- PCNs will have to provide evidence of how engagement has informed their service design, for example, matching capacity to demand profiles, considering patient access in deciding where appointments are provided, and responding to patient feedback on booking routes.
- An Equality Impact Assessment is being developed to assess the changes across NCL. PCNs will also be required to provide evidence that they have considered the equality impact of their plans.
- Services should be 'seamless' and many patients will not know they are using a hub or accessing an extended hours appointment. However, we will support PCNs to think about how they will work with patients and partners to involve patients in the plans going forward and raise awareness of these services for all.

Feedback, questions and key contacts

We hope this slide deck has been a helpful introduction. We have been talking to lots of different stakeholders and partners and will continue to do so over the coming weeks.

In the meantime, if you have any comments or questions, or you would like to come and talk to us about this further, please let us know by emailing: nclccg.communications@nhs.net You can also contact the ICB colleagues listed below who are leading the programme of work:

Your local Director of Integration:

- Islington – Clare Henderson (clare.henderson4@nhs.net)
- Camden – Simon Wheatley (simon.wheatley2@nhs.net)
- Barnet – Colette Wood (colette.wood1@nhs.net)
- Enfield – Deborah McBeal (d.mcbeal@nhs.net)
- Haringey – Rachel Lissauer (r.lissauer2@nhs.net)

NCL:

- Becky Kingsnorth, Enhanced Access Programme Lead (rebeccakingsnorth@nhs.net)
- Sarah McIlwaine, Director of Primary Care (sarah.mcilwaine@nhs.net)