

Overview and Scrutiny Committee – Primary Care update report

Access to GPs

The Department of Health commissions a quarterly survey which looks at key issues for patients attending their GP. The survey is published on the internet at www.gp-patient.co.uk. A constant key issue for patients is being able to see their GP within two days.

The sample base is likely to be fairly small for each individual GP practice, which means results may not entirely reflect what most patients feel about individual practices. Nevertheless, NHS Haringey has been in touch with the weaker performing practices to see what measures they have in place to make it easy for patients to make an appointment, and what improvements can be made. As part of this work, we are currently commissioning a market research company to carry out interviews with people who use these practices, to see what experiences they have had and what their views on their GP practices are, to see if there are any underlying issues that need to be addressed.

NHS Haringey is committed to ensuring that people can see a GP outside of normal working hours. Many GPs offer extended opening hours, and the Laurels Healthy Living Centre has a walk-in service which is available 6.30 – 8pm seven days a week.

New walk-in centre at North Middlesex University Hospital

Arrangements have been improved for people wanting to use the walk in or A&E services at North Mid hospital, with a single access point for both services which are now co-located in the same building.

Previously the Walk in Centre was based in a separate build from the A&E, and run by a private provider on behalf of NHS Haringey which commissioned the service.

From 1 March the Walk in Centre is based with the A&E department, with a single front door to give easier access for patients. The new location will mean that all patients wishing to access the Walk in Centre should do so via the A&E department building.

They will then book in at the single reception desk and be triaged accordingly – with the majority being seen by Nurse Practitioners or GPs based within the Walk in Centre. Eventually North Mid plan to improve the services to an

urgent care centre facility, linked with the A&E department. The 10 staff currently working in the Walk in Centre will transfer across to North Middlesex's employment.

Developing polysystems in Haringey

NHS Haringey is holding a special planning event on 11 March to see how the polysystem model can be developed further, in order to provide more services in the community. GPs, representatives from acute trusts and the local authority will be participating the event. Key outcomes include:

- To identify possible concerns/barriers to successful implementation and agree how these can best be overcome;
- To outline and develop the polysystem model for Haringey in terms of services delivered in the community and location
- To agree a set of shared next steps (next six months) to support the successful implementation of polysystems in Haringey; and,

Working with clinicians, we intend to use the event to develop a clear plan of action of how we will build on our existing infrastructure to provide more services in the community. We will give a full debrief of the event at our next meeting with the Overview and scrutiny committee.