

PCN Enhanced Access update Barking & Dagenham

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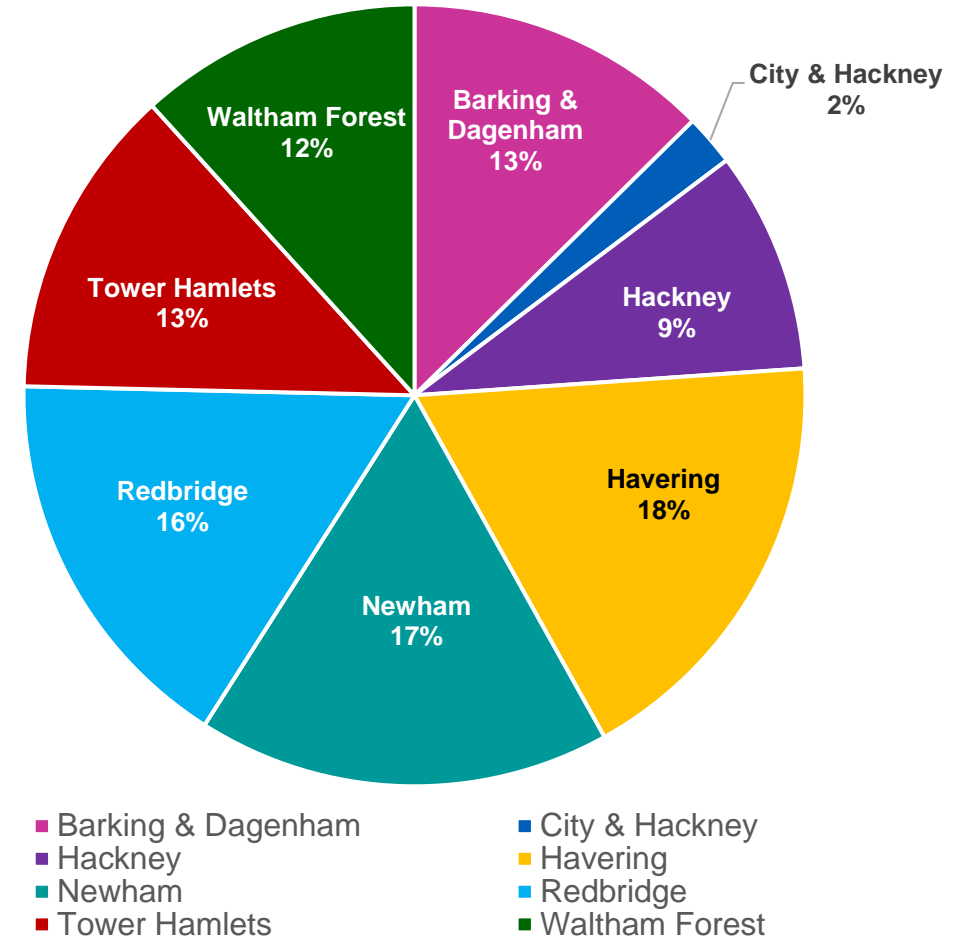
What's changing? - Enhanced access to primary care

- From October 2022, primary care networks (PCNs) will be required to offer patients a new 'enhanced access' model of care, which will see GP practices open from 6.30pm and 8pm Mondays to Fridays and between 9am and 5pm on Saturdays. This change will be happening across England.
- This replaces the current Extended Hours and Extended Access services and marks a shift in the way out-of-hours non-urgent services are provided across north east London.
- There is a need for commissioners to ensure that PCNs are preparing for this transition, and that they have undertaken good engagement with existing providers to enable the service to run from October 2022.
- In preparation for introducing the new Enhanced Access service, PCNs and commissioners have been asked to produce and agree a plan outlining how they will develop and implement the enhanced access services in line with the local population need.
- The plan should include how the PCN will engage or has engaged with its patient population and will or has considered patient preferences, including consideration of levels of capacity and demand.
- PCNs were required to submit their plans by 31st July 2022.

Patient engagement

- To support PCNs with engaging their patient populations we ran a north east London wide survey people's views on the timings of appointments, distance they would be willing to travel to appointments, how they want to book appointments, as well as their preferences on the types of services offered out of hours and health professionals they could be seen by.
- The survey was hosted online, and paper copies were sent to all 275 GP practices with translations available on request. Text messages were issued to all registered GP patients in Barking & Dagenham inviting them to take part.
- Received more than 38,000 responses from patients across north east London including **4,890 people in Barking & Dagenham** – equal to 13% of total responses.
- Findings were shared with all PCNs who will need to demonstrate how they have considered patient preferences when formulating their plans.
- In addition to this practices have engaged with their Patient Participation Groups and in some cases delivered their own patient surveys as well.

Proportion of survey responses



What did the NEL ICB survey show in B&D?

Preferred services out of hours:

1. Urgent same day appointments
2. Routine booked appointments
3. Screenings (for things like smear tests)
4. Vaccinations and immunisations
5. Health checks
6. Physiotherapy
7. Medication reviews

Preferred booking route:

1. Ringing the GP practice was the preferred method of booking (54%)
2. Booking online (36%)
3. Dedicated phone line (11%).

Preferred times:

1. Weekday evenings after 6:30pm was the preferred time – 35%
2. Saturdays - 14%
3. Weekday mornings before 8am - 6%
4. Sundays – 3%

Distance / Time travelled:

Most people would prefer to travel **no more than 2 miles or 30 minutes** to their appointment, although 24% said they would be willing to travel anywhere in the borough.

Preferred appointment type:

1. Face to face 79%
2. Happy with any appointment type 16%
3. Telephone 9%
4. Video call 5%
5. Online 5%

Preferred health professional:

1. GP – 67%
2. Any health professional who can help with their needs – 49%
3. Nurse – 18%

How will GP services be changing in Barking & Dagenham

There are 6 PCNs in Barking & Dagenham all of them are planning on offering a mix of routine GP, Nurse, Health Care Assistant and Pharmacist appointments between 6.30pm to 8pm Monday to Friday and 9am to 5pm Saturday. These appointments will be a mix of face to face, online and telephone appointments and be based in central locations across the borough:

- **East PCN** - delivered from Broad St Medical Centre, Barking Hospital or Parsloes Avenue
- **East One PCN** - delivered from Broad St Medical Centre, Barking Hospital or Parsloes Avenue
- **New West PCN** - delivered from Broad St Medical Centre, Barking Hospital or Parsloes Avenue
- **North PCN** – delivered from Broad St Medical Centre, Barking Hospital or Parsloes Avenue
- **Central PCN** – delivered from Broad St Medical Centre, Barking Hospital or Parsloes Avenue
- **West One PCN** – delivered from Broad St Medical Centre, Barking Hospital or Parsloes Avenue

Patients will be able to book these appointments through their registered practice or via a central call centre

What does this mean for the GP Access Hubs?

- In Barking & Dagenham, Havering and Redbridge, patients can access same-day GP appointments 7 days a week through the GP Access hub contract – up to 10pm on weekday evenings and 8pm on weekends and bank holidays.
- When new Enhanced Access specification was published, NHS North East London carried out an assessment to understand the possible impact this new service could have on capacity for same-day GP appointments as the funding for our existing GP Hubs contract will no longer be available as it will be transferred to the new service.
- While the new Enhanced Access service will provide patients with greater access to routine GP services out of normal practice hours, the assessment identified it could lead to a significant reduction in same-day GP appointments and this could lead to more pressure on the Urgent and Emergency care system this winter.
- To prevent this, we will be continuing to fund the GP Access Hub service locally until 31 March 2023. This means:
 - Patients will continue to have access to same day GP appointments at a minimum of 6.30am to 10pm weekdays and 8am to 8pm on weekends and bank holidays.
 - Unrestricted access for 111 and urgent treatment centres to redirect patients including some ringfencing of appointments to ensure capacity is available at the end of each day.
 - Face to face activity increasing to levels recommended for General Practice and in line with the recent patient surveys.
- Discussions are underway to confirm the long term solution for this activity in line the 'Fuller' review recommendations.