



North Central London
Integrated Care Board

Enhanced Access to General Practice

Update – September 2022

Introduction – a reminder of what's happening

Earlier in the summer we shared some information and spoke to a number of our partners and stakeholders about upcoming changes to 'enhanced access' services in primary care. This slide pack provides an update for you on what's happening and the next steps. By way of a reminder:

- Every GP practice in the country is part of a small group of practices called a Primary Care Network. This group of practices works together in a number of ways.
- GP practices have core opening hours of 8am – 6.30pm on weekdays. 'Enhanced access' means being able to get an appointment at a GP service (primary care) outside of these core opening hours - so on evenings, weekends and bank holidays.
- Enhanced access services are currently available for all residents in North Central London (Barnet, Camden, Enfield, Haringey and Islington). What's changing is that from 1 October 2022, Primary Care Networks will become responsible for providing most of these enhanced access appointments for their patients (those available in the evenings Monday to Friday, and in the daytime on Saturdays). This is a national change that is happening across the country.
- In North Central London (NCL), there will be no reduction in the overall amount of appointments available for people across the week and on bank holidays as a result of these changes (and in some areas, there will be an increase in the amount of appointments available).
- However, there may be changes in the way that people access these appointments – for example, how appointments are booked and where people might go to be seen.

Timelines

The timeframes for these changes were set nationally and include:

- National specification released – 31 March 2022
- PCNs 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 is enhanced access currently provided across 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 with a GP 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 (e.g. 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/or weekend sessions.
- The timing of these sessions is determined by the practice and must include same day and pre-bookable appointments.

From 1 October 2022, funding for the existing *extended hours* and *extended access* services will be combined and given directly to Primary Care Networks to provide services for their patients, delivering a single national specification.

How the national specification compares to our current offer

What's similar to what we have now, and what will stay the same?

- **Capacity:** the overall capacity (number of appointments) will stay the same (or increase in some areas), especially for appointments that are able to be booked in advance.
- **Hub locations:** there will continue to be hubs for appointments during these hours, and these hubs need to be convenient for the PCN's patients to access.
- **Types of appointment:** PCNs will 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. However, appointments during these times will be separately funded and maintained across North Central London.
- **NHS 111:** Removal of 'ring-fenced' appointments for NHS 111 to book into. More focus on PCNs providing pre-bookable appointments for their patients and more 'planned' care. This will increase the overall capacity for booked appointments on weekday evenings and Saturdays, 9am – 5pm. Additional appointments for NHS 111 to book into will be separately funded and maintained across North Central London.
- **Telephony and IT** - the specification asks PCNs to make sure that patients can book/cancel appointments online once digital functionality allows. This generally exceeds digital capabilities of current provision.

Planning for service change

- There are 7 PCNs in Haringey. All PCNs have been working really hard to develop their plans, setting out how they will meet the requirements in the national spec and deliver high quality services to their patients.
- The ICB has been providing support to PCNs to develop their plans, including holding 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 supported PCNs with engagement with patients and the public, 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 across NCL and in boroughs including local authority stakeholders, councillors and Council Lead Members for Health, NCL JHOSC, Healthwatches, primary care/provider forums, and borough engagement forums and patient groups.
 - Involving patient representatives in our assurance of PCN plans
 - Developing a survey to support PCN engagement (see next slide).

Survey headlines / patient feedback

Some headlines from the patient survey include:

- c.2200 responses across NCL, with a fairly even spread from residents in all boroughs (but with Camden higher than the others with about 30% of responses)
- Significant percentage of respondents not aware of existing extended access services (74%)
- Most people want to be able to access primary care services across the full week – there was no significant standout headline in relation to respondents' preference for attending a preferred time for future appointments.
- Preference for where people would be happy to go for these appointments seems split between their own GP practice/another GP practice nearby and 'I don't mind as long as it's convenient'
- Most respondents said they would be happy to see the most appropriate person for their care (72%)
- Appears to be a mix of how people would like to be able to book appointments – through own GP, online or through a dedicated phone number. Most respondents who had used enhanced access services in the past said they had been booked in via their own GP practice.

Key themes from patient engagement meetings include:

- A lack of awareness and understanding of the current service and how to access it
- Queries about how the service is currently being promoted and how the new service will be publicised to residents – in particular, the importance of practice staff in offering these appointments consistently to all patients
- Concern around NHS pressures in general and whether the workforce needed is available

Assuring PCN plans

- The ICB is also responsible for assuring the PCN plans and ensuring that they form part of a cohesive Integrated Care System (ICS) approach.
- All PCNs submitted draft plans on 31 July 2022 with final plans agreed by the ICB on 31 August 2022.
- In their plans, PCNs have set out:
 - how their plans have been informed by engagement with patients, are responsive to known patient views, and reflect the patient need in their area
 - what services will be provided
 - what sorts of appointments will be available
 - where patients will be seen.
- All plans meet the national service specification, in many cases introducing more sites where patients may be seen. The following slides show a map of sites where appointments will be available across the week.
- An Equality Impact Assessment was produced in the planning stage and will be updated now that plans have been received and approved.
- The ICB is separately funding appointments for residents to cover the gaps left by the national specification (Saturday evenings, Sundays, bank holidays, slots for NHS 111 to book).

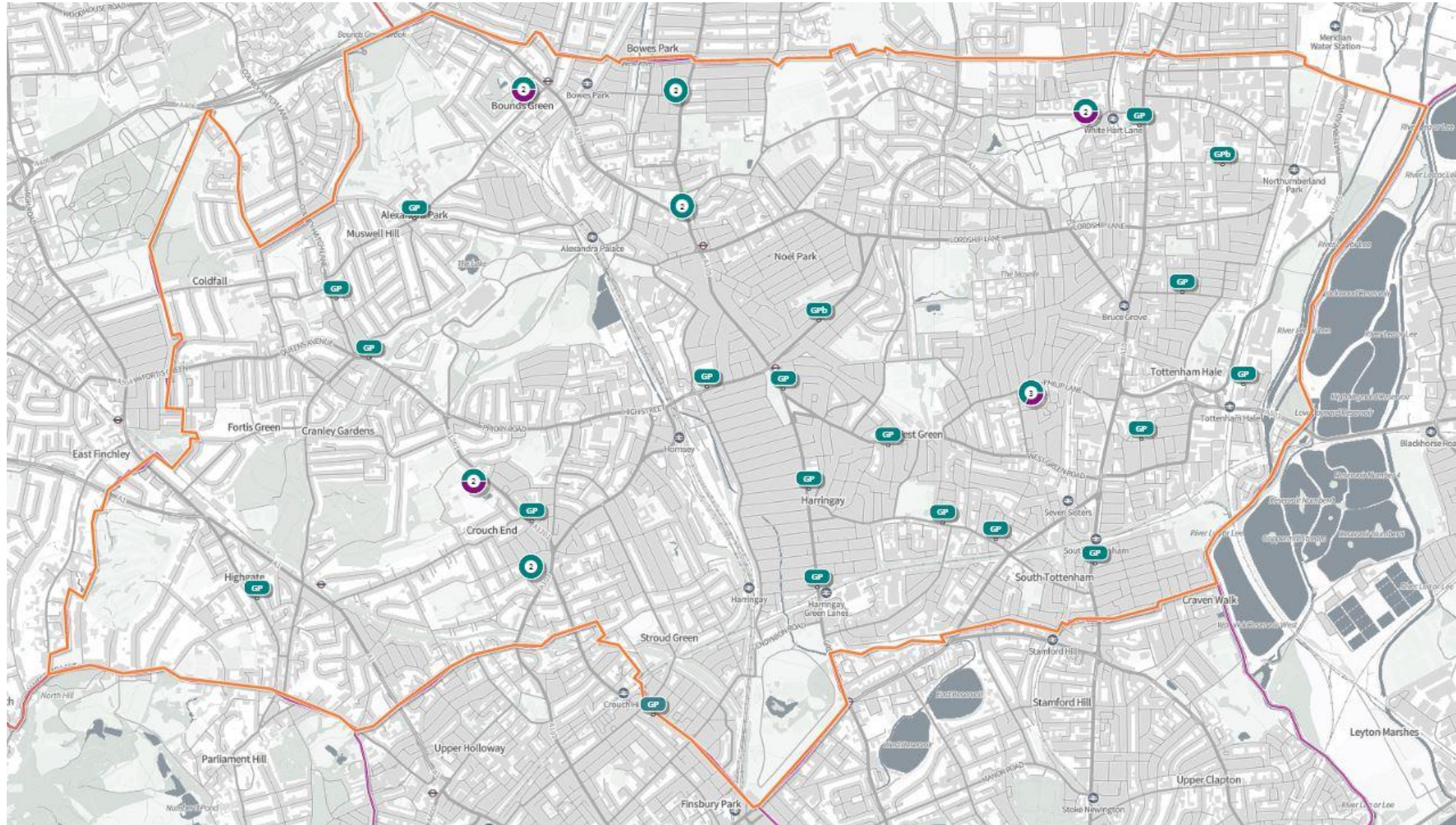
Service available from 1 October - Haringey



North Central London

	Primary Care Network						
	East Central	N15	North Central	North East	North West	South West	Welbourne
Model	PCN based delivery	Hybrid - Practices delivering on behalf of PCN, supported by GP Federation	Hybrid - Practices delivering on behalf of PCN, supported by GP Federation	Haringey GP Federation - enhanced access provided by Federation	Hybrid - Practices delivering on behalf of PCN on a rotational basis, supported by GP Federation	Hybrid - Practices delivering on behalf of PCN, supported by GP Federation	PCN based delivery
Monday (18:30 to 20:00)	West Green Surgery (18:30 to 20:00)	JS Medical Centre (18:30 to 19:30) Grove Road Surgery (18:30 to 20:00)	High Road Surgery (18:30 to 20:00) Cheshire Road (18:30 to 19:30) Arcadian Gardens (18:30 to 19:00)	Somerset Gardens Family Health Centre (18:30 to 20:00) Westbury Medical Centre (18:30 to 20:00)	Vale Practice / Rutland House Surgery / The Muswell Hill Practice / Highgate Group Practice (18:30 to 20:00)	Queenswood Medical Practice (18:30 to 19:30) Queenswood Medical Practice (18:30 to 20:00) GP Federation Crouch Hall Road (18:30 to 20:00)	Tynemouth Road Health Centre (18:30 to 20:00)
Tuesday (18:30 to 20:00)	West Green Surgery (18:30 to 20:00)	JS Medical Centre (18:30 to 19:30) Grove Road Surgery (18:30 to 20:00)	High Road Surgery (18:30 to 20:00) Alexandra Surgery (18:30 to 19:30)	Somerset Gardens Family Health Centre (18:30 to 20:00) Westbury Medical Centre (18:30 to 20:00)	Vale Practice / Rutland House Surgery / The Muswell Hill Practice / Highgate Group Practice (18:30 to 20:00)	Queenswood Medical Practice (18:30 to 19:30) Queenswood Medical Practice (18:30 to 20:00) GP Federation Crouch Hall Road (18:30 to 20:00)	Lawrence House Surgery (18:30 to 20:00)
Wednesday (18:30 to 20:00)	West Green Surgery (18:30 to 20:00)	JS Medical Centre (18:30 to 20:00)	High Road Surgery (18:30 to 20:00) Alexandra Surgery (18:30 to 19:00)	Somerset Gardens Family Health Centre (18:30 to 20:00) Westbury Medical Centre (18:30 to 20:00)	Vale Practice / Rutland House Surgery / The Muswell Hill Practice / Highgate Group Practice (18:30 to 20:00)	Queenswood Medical Practice (18:30 to 19:30) Queenswood Medical Practice (18:30 to 20:00) GP Federation Crouch Hall Road (18:30 to 20:00)	Lawrence House Surgery (18:30 to 20:00)
Thursday (18:30 to 20:00)	West Green Surgery (18:30 to 20:00)	JS Medical Centre (18:30 to 20:00)	High Road Surgery (18:30 to 20:00) Alexandra Surgery (18:30 to 19:00)	Somerset Gardens Family Health Centre (18:30 to 20:00) Westbury Medical Centre (18:30 to 20:00)	Vale Practice / Rutland House Surgery / The Muswell Hill Practice / Highgate Group Practice (18:30 to 20:00)	Queenswood Medical Practice (18:30 to 19:30) Queenswood Medical Practice (18:30 to 20:00) GP Federation Crouch Hall Road (18:30 to 20:00)	Tottenham Health Centre (18:30 to 20:00)
Friday (18:30 to 20:00)	West Green Surgery (18:30 to 20:00)	JS Medical Centre (18:30 to 20:00)	High Road Surgery (18:30 to 20:00) Arcadian Gardens (18:30 to 19:00)	Somerset Gardens Family Health Centre (18:30 to 20:00) Westbury Medical Centre (18:30 to 20:00)	Haringey GP Federation (18:30 to 20:00)	Queenswood Medical Practice (18:30 to 19:30) Queenswood Medical Practice (18:30 to 20:00) GP Federation Crouch Hall Road (18:30 to 20:00)	Fernlea Surgery (18:30 to 20:00)
Saturday (09:00 to 17:00)	West Green Surgery (09:00 to 17:00)	St Ann's Road (Haringey GP Federation) Haverгал Surgery	High Road Surgery (09:00 to 17:00) Bounds Green (09:00 to 10:30) Stuart Crescent Medical Centre (10:00 to 10:30)	Somerset Gardens Family Health Centre (09:00 to 19:00) Westbury Medical Centre (09:00 to 19:00)	Vale Practice / Rutland House Surgery / The Muswell Hill Practice / Highgate Group Practice (09:00 to 17:00)	Queenswood Medical Practice (09:00 to 10:00) Queenswood Medical Practice (09:00 to 17:00) GP Federation Crouch Hall Road (09:00 to 10:00)	Lawrence House Surgery (09:00 to 17:00)

Map of provision



Next steps - September

In September, the focus is on:

- Supporting PCNs to mobilise their plans and set up their services – this includes:
 - training staff and setting up new booking systems;
 - ensuring all practice staff are aware of and consistently offering appointments to patients in enhanced access slots;
 - supporting PCNs to think about how they will work with patients and partners in the ongoing development of these services going forward
- Development of Key Performance Indicators – how we will monitor the delivery of the services in the year ahead, including patients' experience
- Communications – how we support PCNs and practices to raise awareness of the availability of enhanced access services/appointments with residents (to respond to patient feedback themes). A simple message is needed as we know there is a risk of confusion if there are different timings/locations/access routes across all PCNs.
- Updating key stakeholders on the enhanced access transition following the initial engagement period

Questions and key contacts

We hope this slide deck has been a helpful update.

If you have any comments or questions, please 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)