

Improving Access and Primary Care Networks

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Background

- The Government wanted people to have access to their GP 7 days a week
- At the same time numbers of GP trainees were falling and there was a significant proportion of GPs indicating retirement soon

GP Patient Survey

- Good overall experience of making an appointment declined from 79.1% in 2011-12 to 72.7% in 2016-17.
- 11% (1 in 10) reported not being able to get appointment.
- Likelihood of getting convenient appointment lower if you are in work or young.

Patient survey

- 83% of patient surveyed would see another GP apart from their own
- 86% happy to be triaged by telephone initially
- 84% happy to travel up to 30 minutes
- 12% said they wouldn't want a weekend appointment

What we needed to commission

- Commission weekday provision of access to pre-bookable and same day appointments to general practice services in evenings (after 6.30pm) – to provide an additional 1.5 hours every evening
- Commission weekend provision of access to pre-bookable and same day appointments on both Saturdays and Sundays to meet local population needs
- Provide robust evidence, based on utilisation rates, for the proposed disposition of services throughout the week
- Commission a minimum additional 30 minutes consultation capacity per 1000 population per week, rising to 45 minutes per 1000 population
- This is not about every practice being open seven days a week: needs to be provided “at scale”. This is about delivering additional capacity to and choice of appointments beyond what is provided at general practice level.
- Appointments with clinical staff who would be routinely available within general practice count towards the 30 minutes per 1,000, e.g. nurses/ANPs, pharmacists, physiotherapists etc.



What happened next...

- Described requirements to local GPs
- Worked to design a service specification that could meet needs across all of Vale of York
- Supported GPs to bid for the service
- Tender process completed Summer 2018 – North Locality GPs working with Modality
- Success!



New service

- Commenced 1st October 2018
- Working out of hubs in Easingwold and Pickering
- Sees all local patients
- Have access to PushDoctor for online consultations
- Variety of staff providing clinical support

Patient satisfaction

- 24 responses received in month of February all from patients compared to 34 in January.
- 96% of responses are 'Likely' or more to recommend the service to Friends and Family.
- Majority of responses completed were seen by a GP at 67% with Nurse or HCA appointments increasing to 33% compared with 28% in January.
- 88% of responses found it 'Very Easy' or 'Somewhat Easy' to make an appointment, with the remainder finding it 'Neither Easy or Difficult'.
- 96% of responses rate the overall service as 'Excellent' or 'Very Good' continuing the high level of service standards from previous months.
- 96% of responses rate the overall care as 'Excellent' or 'Very Good' continuing the high level of care standards from previous months.

Excellent and friendly

**Same day appointment at a time to suit
working hours**

I don't have to miss school tomorrow

Online booking straightforward and easy

Quick check in

**I was very impressed and grateful for an
immediate appointment**

Not long to wait

Very helpful for full-time workers

Excellent including text reminder

Like weekends

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Next steps

- Clinically – setting up group consultation sessions – initially for diabetes, respiratory disease, mental health and cancer
- More communication about availability of service
- Seek to utilise all available slots
- Maintain quality – zero complaints so far
- Continue to advertise electronic solutions – particularly as NHS app becomes available

Primary Care Networks

- Described as part of the NHS Long Term Plan released at the end of January 2019
- To commence implementation from 1st July 2019
- 30-50k population
- Natural and sensible groupings for patients
- To include all ongoing initiatives
- Funding for new staff (social prescribing & pharmacy initially) to go straight to practices
- Still opportunity for place based projects

North PCN

- Natural boundaries and good size (37k)
- Fits with existing strategy and plans
- Enhancement of social prescribing & pharmacy already ongoing
- Additional projects to trial:
 - Community provision of IV drugs
 - Joint work with Department of Health and Pensions to provide Mental Health Support Worker
 - Working with the hospital for more physio to sit in GPs
 - Working with the hospital for a Community Geriatrician



Thoughts and Questions?



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