



**North East London
Health & Care
Partnership**



North East London

Enhanced Access to Primary Care – Survey of NEL Primary Care patients and actions

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Enhanced Access to Primary Care Update

- From October 2022, Primary care networks (PCNs) were required to offer patients a new 'enhanced access' model of care, allowing all patients to access primary care services from 6.30pm and 8pm Mondays to Fridays and between 9am and 5pm on Saturdays. This change has happened across England.
- This replaced 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.
- To support PCNs with engaging their patient populations last summer we ran a north east London wide survey to collect 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. We had over 38,000 responses.
- Findings were shared with all PCNs and used to help them shape plans to best meet the needs of patients
- The service has now been running for 6 months, and approximately 120,000 appointments have been made available through this model of care from GPs, nurses and other health care professionals
- PCNs have reviewed take-up of the service and where necessary, adapted their service model accordingly to ensure that the service provides maximum benefit for patients.

What did the NEL ICB survey show in Redbridge?

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 (45%)
2. Booking online (41%)
3. Dedicated phone line (14%).

Preferred times:

1. Weekday evenings after 6:30pm was the preferred time – 37%
2. Saturdays - 14%
3. Weekday mornings before 8am - 5%
4. Sundays – 3%

Distance / Time travelled:

Most people would prefer to travel **no more than 2 miles or 30 minutes** to their appointment, although 21% said they would be willing to travel anywhere in the borough.

Preferred appointment type:

1. Face to face 78%
2. Happy with any appointment type 16%
3. Telephone 10%
4. Video call 6%
5. Online 3%

Preferred health professional:

1. GP – 69%
2. Any health professional who can help with their needs – 51%
3. Nurse – 20%

*For some survey questions participants could pick multiple options so not all figures will add up to 100%

How have GP services been changing in Redbridge?

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

- **New Cross Alliance PCN** - delivered from Fullwell Cross Medical Centre and Newbury Park Heath Centre.
- **Seven Kings PCN** - delivered from Doctors House Surgery and Palms Medical Centre
- **Fairlop PCN** - delivered from Shrubberies Medical Centre and likely Kenwood Gardens Health Centre
- **Cranbrook PCN** – delivered from Gants Hill Medical Centre
- **Loxford PCN** – delivered from Loxford Health Centre
- **Wanstead & Woodford PCN** – delivered from Shrubberies Medical Centre and Glebelands Medical Centre

Patients can book these appointments through their registered practice or via a central call centre

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 have GP services been changing in Barking & Dagenham

There are 6 PCNs in Barking & Dagenham all of them offer 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 are a mix of face to face, online and telephone appointments and 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 are able to book these appointments through their registered practice or via a central call centre

What did the NEL ICB survey show in Havering?

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 (47%)
2. Booking online (40%)
3. Dedicated phone line (12%).

Preferred times:

1. Weekday evenings after 6:30pm was the preferred time – 36%
2. Saturdays - 11%
3. Weekday mornings before 8am - 5%
4. Sundays – 2%

Distance / Time travelled:

Most people would prefer to travel **no more than 2 miles or 30 minutes** to their appointment, although 29% 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 19%
3. Telephone 9%
4. Video call 4%
5. Online 3%

Preferred health professional:

1. Any health professional who can help with their needs – 61%
2. GP – 59%
3. Nurse – 23%

*For some survey questions participants could pick multiple options so not all figures will add up to 100%

How have GP services been changing in Havering?

- From 1 October 2022 the four Primary Care Networks (PCNs) in Havering have been providing 'enhanced access' model of care, offering a more standardised offer to patients.
- The 'enhanced access' service is for core routine GP services, with PCNs providing a mix of services such as immunizations, smear clinics, GP appointments, health checks, diabetic foot checks etc.
- Appointments are delivered by a multi-disciplinary team of healthcare professionals.
- There will be more integrated offer with urgent care, with any unused slots on the day being made available to NHS111
- Locations and timings:
 - North PCN – Petersfield Surgery, 6.30pm to 10pm (Mon to Fri), 9am to 5pm (Saturday)
 - South PCN – Rosewood Medical Centre, 6.30pm to 10pm (Mon to Fri), 9am to 5pm (Saturday)
 - Crest PCN – Raphael House, 6.30pm to 9pm (Mon to Fri), 9am to 5pm (Saturday)
 - Marshalls PCN – Practice based and Raphael House, 6.30pm to 8pm (Mon to Fri), 9am to 5pm (Saturday)

What did the NEL ICB survey show in Waltham Forest?

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 (45%)
2. Booking online (43%)
3. Dedicated phone line (11%).

Preferred times:

1. Weekday evenings after 6:30pm was the preferred time – 37%
2. Saturdays - 14%
3. Weekday mornings before 8am - 5%
4. Sundays – 3%

Distance / Time travelled:

Most people would prefer to travel **no more than 2 miles or 30 minutes** to their appointment, although 23% said they would be willing to travel anywhere in the borough.

Preferred appointment type:

1. Face to face 75%
2. Happy with any appointment type 18%
3. Telephone 9%
4. Video call 7%
5. Online 4%

Preferred health professional:

1. GP – 67%
2. Any health professional who can help with their needs – 55%
3. Nurse – 23%

*For some survey questions participants could pick multiple options so not all figures will add up to 100%

How have GP services been changing in Waltham Forest

There are 7 PCNs in Waltham Forest all of them offer 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 are a mix of face to face, online and telephone appointments and based in central locations across the borough:

- **E4 PCN** - delivered from Chingford Medical Centre
- **Forest 8 PCN**
 - Forest Integrated Health PCN**
 - Leyton Collaborative PCN**
 - South Leytonstone PCN**
 - Walthamstow Central PCN**
 - Walthamstow West PCN**

All patients from the PCNs above can access services from the following sites:

- Triangle House Medical Centre
- Kings Head Medical Practice
- The Forest Surgery
- Queens Road Medical Centre
- Addison Road Medical Practice
- Higham Hill Medical Centre
- The Orient Practice

Next steps for developing same day access into primary care

What are our system ambitions for same day access?

- Create a system which is responsive at the first contact and provides a 24/7 responsive and flexible service for urgent care needs
- Utilise all community settings and expand the offer to patients where GP intervention is not required
- Develop a clear understanding of what the NEL offer is and tailor the communication with local people

What success will look like for our staff

- An ability for staff to better manage demand due to more appropriate demand for services
- Greater confidence when signposting residents and being able to help get the patient to the right place first time
- A greater sense of satisfaction in their role

NEL same day access design principles

- Have a truly integrated approach, with all services having joint access to medical records and appointments
- Local services that are designed by and for local communities and residents and meet their needs and priorities
- A consistent urgent same day offer across NEL to reduce confusion and ensure parity of access

System priorities

- A single interface between primary care and secondary care which enables direct booking across the system
- An integrated single point of access giving people the choice to access wider primary care settings and roles other than a GP
- Locally curated comms and health education which utilises a more creative approach via schools and local communities, combined with post intervention education
- System demand modelling supported by more joined up data and use of digital integration