

Extended Access to General Practice Services in South Warwickshire

South Warwickshire



Background to Extended Hours

NHS England Specification



What have we got to deliver: seven core requirements



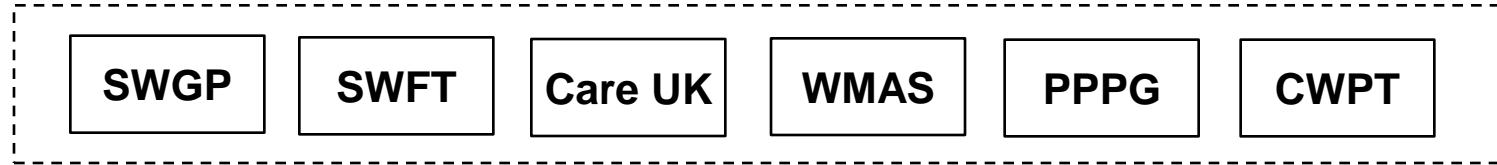
Timing of appointments	<ul style="list-style-type: none"> • Commission weekday provision of access to pre-bookable and same day appointments to general practice services in evenings (after 6.30pm) – to provide an additional 1.5 hours every evening • Commission weekend provision of access to pre-bookable 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
Capacity	<ul style="list-style-type: none"> • Commission a minimum additional 30 minutes consultation capacity per 1000 population per week, rising to 45 minutes per 1000 population
Measurement	<ul style="list-style-type: none"> • Ensure usage of a nationally commissioned new tool to be introduced during 2017-18 to automatically measure appointment activity by all participating practices, both in-hours and in extended hours. This will enable improvements in matching capacity to times of great demand
Advertising and ease of access	<ul style="list-style-type: none"> • Ensure services are advertised to patients, including notification on practice websites, notices in local urgent care services and publicity into the community, so that it is clear to patients how they can access these appointments and associated service • Ensure ease of access for patients including: <ul style="list-style-type: none"> • All practice receptionists able to direct patients to the service and offer appointments to extended hours service on the same basis as appointments to non-extended hours services • Patients should be offered a choice of evening or weekend appointments on an equal footing to core hours appointments
Digital	<ul style="list-style-type: none"> • Use of digital approaches to support new models of care in general practice
Inequalities	<ul style="list-style-type: none"> • Issues of inequalities in patients' experience of accessing general practice identified by local evidence and actions to resolve in place
Effective access to wider whole system services	<ul style="list-style-type: none"> • Effective connection to other system services enabling patients to receive the right care the right professional including access from and to other primary care and general practice services such as urgent care

- Enable delivery of the **7 national core criteria**;
- Go beyond the core criteria and consider how the national requirement can be used **to create the maximum benefit** for patients, the CCG's Member Practices and the south Warwickshire system?;
- Be **future proofed against further integration** in the future;
- Be **innovative** exposing practices and patients to **new technologies** and **new roles**;
- **Be able to flex** – multiple reasons for this – what we understand now might not turn out to be true, the wider system will also be changing with the knock on impact being that peoples' behaviours may change, etc.;

- Maximise the use of existing system resource;
- Direct booking available to all CCG Member Practices, NHS 111 and GP Out of Hours;
- A range of service offers to meet the needs of the local population (service offers may vary by geographic sub-area);
- A range of appointment types and clinical staffing;
- Ease of access for patients;
- Being operational 365 days a year.

Patient Involvement

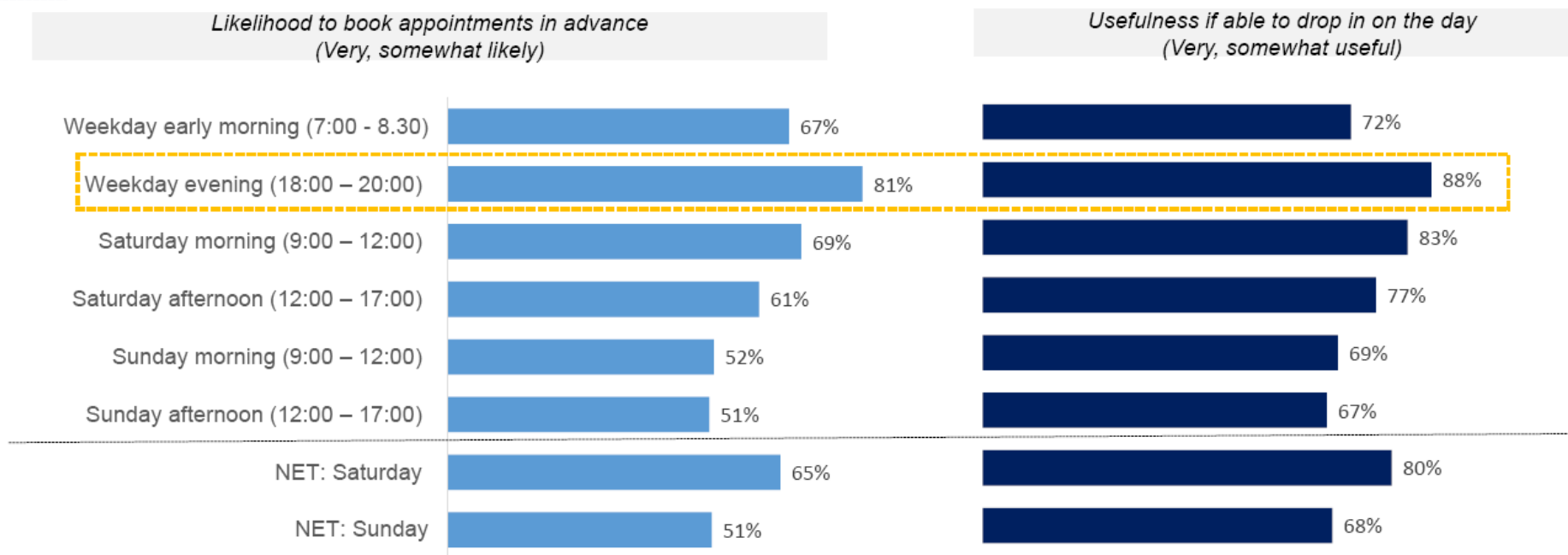
- PPPG design board meetings
- PPPG assessment of potential hub locations with LMC
- Nominated PPPG representative on service delivery board
- PPPG lay member on SWGP board



Extended Hours Appointments

CCG Patient Survey Results

Weekday evenings are most popular in terms of likelihood to book in advance or usefulness if patients were able to drop in on the day • Weekend appointments are less popular, with Saturday being the preferable option for both advanced appointments (65%) and usefulness of drop in sessions (80%). Saturday morning is slightly more preferable to the afternoon.



Modes of Access – Day 1

FUNCTION	CORE HOURS MON - FRI (08:00 - 18:30)	EXTENDED ACCESS			
		MON - FRI (18:00 - 20:00)	SAT (09:00 - 13:00)	SUN (09:00 - 13:00)	B/H (09:00 - 13:00)
GMS (including additional 30 mins per 1K patients)	X				
GP Access					
Face to Face (same day & pre-bookable)		X	X	X	X
Tel Appts (same day & pre-bookable)		X	X	X	X
ANP Access					
Face to Face (same day & pre-bookable)		X	X	X	X
Tel Appts (same day & pre-bookable)		X	X	X	X
PN Access					
Face to Face (same day & pre-bookable)		X	X	X	X
CP Access					
Tel Appts (same day & pre-bookable)		X	X	X	X

Modes of Access – Day 730

FUNCTION	CORE HOURS MON - FRI (08:00 - 18:30)	EXTENDED ACCESS			
		MON - FRI (18:00 - 20:00)	SAT (09:00 - 13:00)	SUN (09:00 - 13:00)	B/H (09:00 - 13:00)
GMS (including additional 30 mins per 1K patients)	X				
GP Access					
Face to Face (same day & pre-bookable)		X	X	X	X
Tel Appts (same day & pre-bookable)		X	X	X	X
Video Appts (same day & pre-bookable)		X	X	X	X
ANP Access					
Face to Face (same day & pre-bookable)		X	X	X	X
Tel Appts (same day & pre-bookable)		X	X	X	X
Video Appts (same day & pre-bookable)		X	X	X	X
PN Access					
Face to Face (same day & pre-bookable)		X	X	X	X
CP Access					
Tel Appts (same day & pre-bookable)		X	X	X	X

- Service uses **local, experienced** GPs, ANPs and practice nurses
- Evening and weekend sessions planned with emphasis on weekday evenings
- Local clinicians working from local NHS GP practices - minimal overheads
- Creation of staff bank and locum chambers
- Integration with A&E, 'Out of Hospital' and Care UK Out of Hours services
- Hours of work 6-9pm weekdays and 9am-1pm weekends
- Federation support for KPI reporting, evaluation and appraisal

Extended Hours Hub Locations

CCG Patient Survey Results

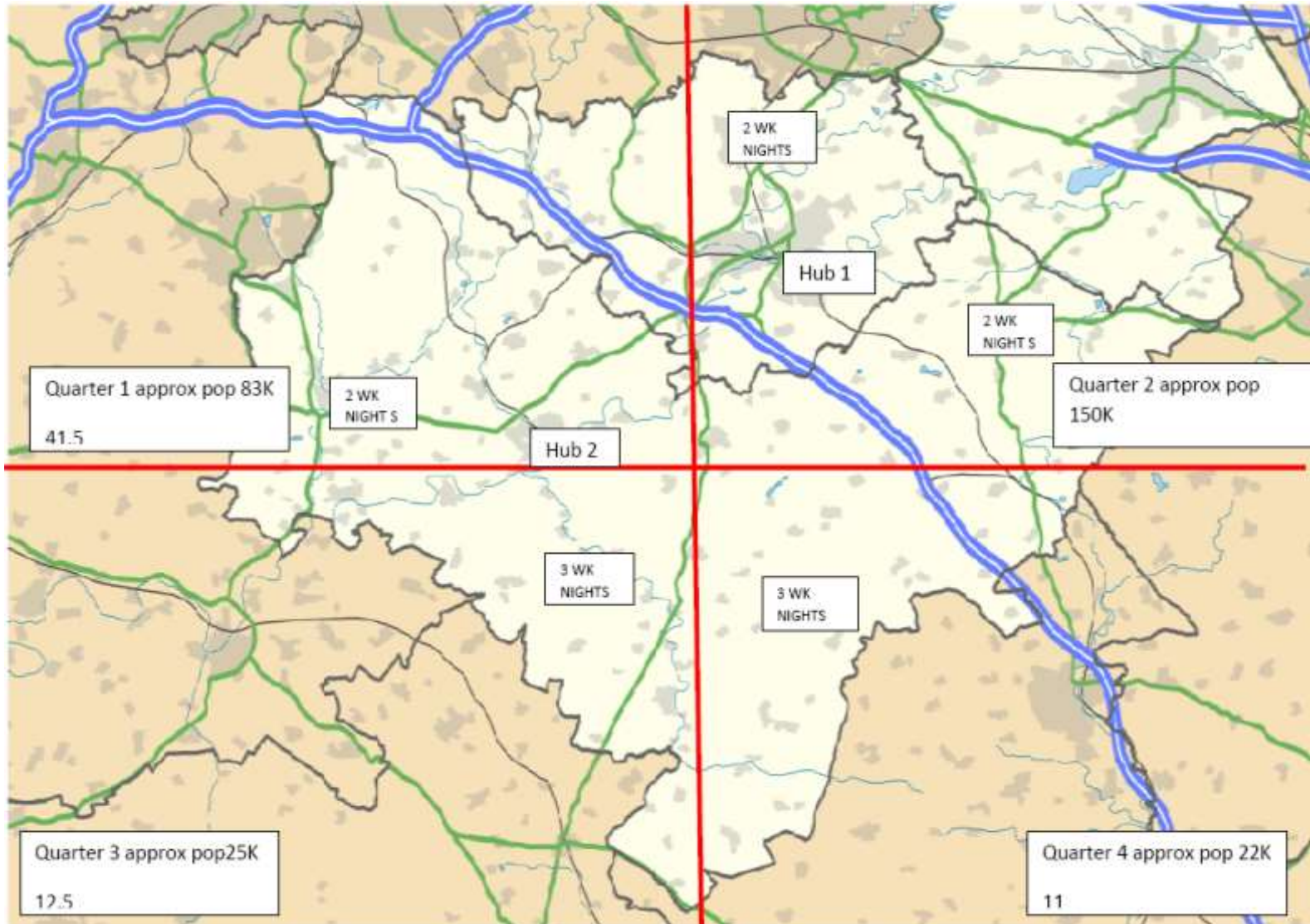
Nearly two thirds of patients get to their GP practice by car, the remaining third usually walk, only a small proportion (3%) uses other forms of transport●

Regardless of the mode of transport, the journey usually takes up to 10 minutes.



How long would you be willing to travel if you were offered a face-to-face appointment in the extended access service? Remember this would be an appointment on a weekday after 6.30pm or at the weekend

- Less than 10 minutes 13.72%
- 10 – 20 minutes 42.68%
- 20 – 30 minutes 22.87%
- 30 – 40 minutes 4.88%
- Over 40 minutes 0.91%



Hub Locations

Day 1

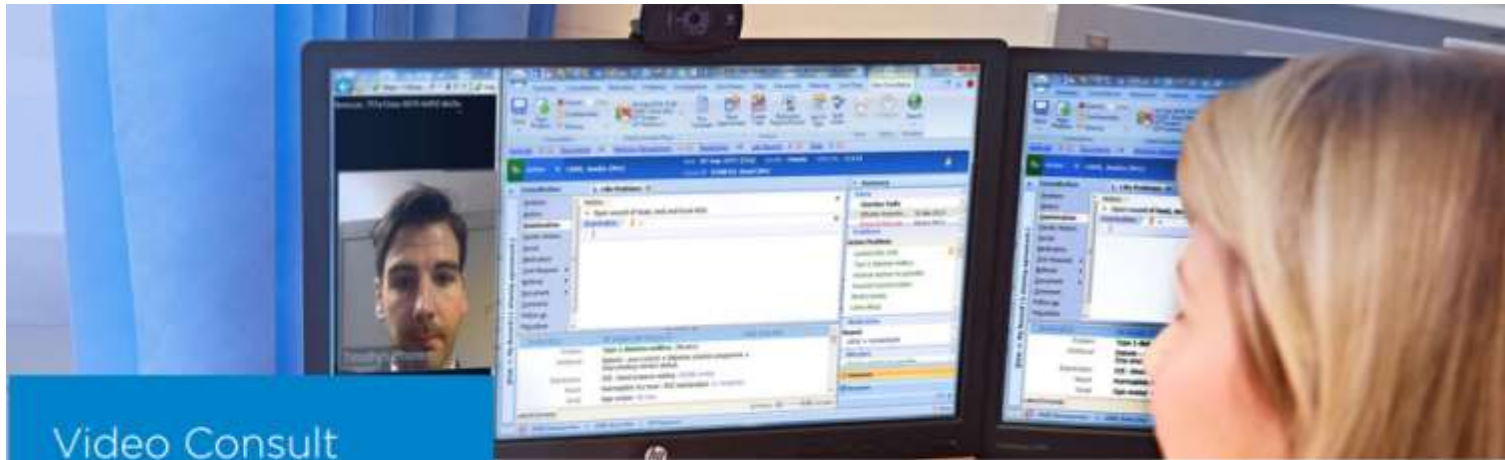
- Hub 1 (Warwick District) & Hub 2 (Stratford District)
 - Each Hub will be run from a centrally located GP Practice.
 - All 33 SWGP member practices have been engaged to express interest.
 - Now issuing a survey to determine selected member practice locations for Hubs 1 & 2.
 - Suitability of Hub 1 & 2 locations will be assessed on a quarterly basis through the Extended Access Service Delivery Board

Day 90 to 150

- Locality Hubs
 - Intent is establish additional Hubs by Day 150.
 - It may be that one of these Hubs will be 'floating' to cater for rural and hard to reach communities.
 - Requirement for and location of Hubs 3 & 4 will be determined through analysis of data (including population health stats) and ratified through the Extended Access Service Delivery Board.
 - This decision will also take into account situation at the time with developments across the system such as SWFT Place Based Teams (providing a potential 6 additional points of presence) and the GP Network rollout.

Extended Hours Hub Technology

- Fully integrated EMIS Web clinical platform supporting seamless care
- Direct booking from A&E and NHS111
- Telephone consultations
- EMIS video consultations



Video Consult

Offer patients a convenient alternative to traditional consultations with a secure and reliable video system. It supports both their needs and yours by giving patients the option to attend appointments no matter where they are, all while reducing the pressure on busy staff.

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HOME / ALL SERVICES / VIDEO CONSULT

Improving patients' access to your services

From house-bound or long-term condition patients to those who can't fit a visit to their practice into their day, you can improve your patients' experience and access to care by allowing them to get the help they need without having to travel.