



Barnet

Clinical Commissioning Group

Developing Urgent Care in Barnet

July 2019



Working together with the Barnet population to improve health and well being



Overview of urgent care

- Urgent care in Barnet - the current picture**
- Barnet urgent care strategy – right care/right place, simplify access, prevent and avoid need for unplanned care**
- National developments – Primary Care Networks and Urgent Treatment Centres**
- Consultation on Cricklewood walk in service**



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Urgent Care in Barnet – the current picture



What do we mean by urgent care?

Urgent care is different to emergency care. For many people the term urgent care may mean emergency. Many people go to accident and emergency (A&E) even though other services provided by the NHS might be more appropriate to meet their needs.

What is urgent care?

- ✓ Care that someone feels is needed on the same day but their illness is not life threatening
- ✓ Care that may relate to cuts, minor injuries, bites, mild fevers, vomiting etc.

What is emergency care?

- ✓ Care that someone receives in an emergency when life or long term health is at risk
- ✓ Care that may relate to serious injury, severe infection, blood loss, chest pain or choking etc.



What have local people and clinicians told us about urgent care in Barnet?

Local people have told us that they:

- do not know all of the possible access options for urgent care or when they need to see a healthcare professional
- would prefer to be seen closer to home in primary care
- are concerned they won't get a GP appointment when needed
- know that they will get seen at A&E so are willing to wait.



Local health care professionals have told us that:

- Patients get better outcomes if they have their urgent care needs met in primary care as GPs can offer a full range of preventive service, refer to other services and can access the patient's records.
- By working with other health, social care and voluntary services around primary care they can do more to help patients stay well and avoid the need for unplanned hospital attendances and admissions





Services which offer urgent care in Barnet today

GP Extended Access

... provides extra appointments with GPs; increasing capacity and making it easier to see a GP at a time that suits, inc evenings and weekends.

...provides 48,000 more appointments on 10 sites , open to all patients registered with a Barnet GP.

... GPs have access to your patient record – wherever you access the service

Walk in Centres (WiC)

... can help with minor injuries and illnesses eg:

- cuts, strains, stings
- minor skin infections
- coughs, colds, ear and throat infections
- minor scalds and burns
- stomach upsets

The 3 Barnet WiCs provide different levels of service:

- Edgware Community Hospital
- Finchley Memorial
- Cricklewood Health Centre (no diagnostics; iand t cannot deal with minor injuries

There is no access to GP clinical records at any of the WiCs.

GP out of hours

... is available when GP surgery is closed

The team work from Finchley Memorial Hospital. Appointments are available if required.

Access to the service is via NHS 111

Urgent Care Centres

... provide treatment for adults and children who need prompt help or advice but the situation is not life-threatening.

...are at Barnet, Chase Farm and the Royal Free Hospitals

At Cricklewood Walk in Service the number of attendances has dropped by 21% since 2016

There has been a reduction in attendances at the other walk in centres by 3% since 17/18.



Times people can access urgent care in Barnet

Weekdays



From 6.30pm – 8pm weekdays, all of the services listed below are open and will be delivering urgent care (circa 15 sites)

Weekends



Urgent care:

9am-11pm at Barnet Hospital via A&E
10am – 10pm at Royal Free via A&E

Walk in centres:

7am-10pm at Edgware Community Hospital
8am-10pm at Finchley Memorial Hospital
8am-8pm at Cricklewood Health Centres

GP out of hours:

6.00pm – 8am access via NHS 111 at Finchley Memorial Hospital/Chase Farm Hospital

GP extended access:

6.30pm – 9pm at 8-10 GP surgeries

Urgent care:

9am-11pm at Barnet Hospital via A&E
10am – 10pm at Royal Free via A&E

Walk in centres:

7am-10pm at Edgware Community Hospital
8am-10pm at Finchley Memorial Hospital
8am-8pm at Cricklewood Health Centres

GP out of hours:

24/7 access via NHS 111 at Finchley Memorial Hospital/Chase Farm Hospital

GP extended access:

8am – 8pm at 8-10 GP surgeries



How do we want to develop urgent care in Barnet?

1. Care delivered in the right place at the right time

Patients tell us that they want to be seen by a local GP for same day care but they don't feel confident that they can be seen quickly.

We believe that the best place for patients to receive joined up care is at a GP – accessing prevention and referral on to other services.

We have increased the number of evening and weekend GP appointments by 48,000. Our GPs work together in Primary Care Networks to provide better integrated services.

2. Simplifying the system

Local people tell us that the system for accessing urgent care is complicated and they are not always sure what services are available.

There are many different urgent care services offering different things at different times – sometimes at the same time. This is confusing! So some people end up going to A&E when they could be seen at an alternative service.

We are looking at how we consolidate and integrate urgent care services to make them simpler to use.

3. Preventing ill health and supporting people to stay well

People are living much longer in Barnet. This is really positive. However many people are living longer in poorer health, often with multiple long term conditions. We also have a number of new communities with other health needs.

Working with social care and voluntary services in Primary Care Networks, we want to invest in services designed to support people to stay well and to prevent avoidable attendances and admissions to hospital.



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National Developments and Local Strategy:

Primary Care Networks

- **Care in the right place**
- **Preventing ill health**



What are Primary Care Networks?

- The new GP contractual framework was announced 31 January; first step towards operationalising the *Long Term Plan*. Framework covers eight areas:

1. Workforce	2. Indemnity	3. QOF	4. Network contract DES
5. Digital and access	6. New networked services	7. Investment	8. Research and future contract changes



Investment and evolution:

A five-year framework for GP contract reform to implement *The NHS Long Term Plan*

31 January 2019



- Large funding injection for primary care; much of the funding contingent in participation in Primary Care Networks (PCNs) via a Directly Enhanced Service (DES)
- 7 x new national services specifications developed during 2019/20 and implemented over the next 2 years:

Structured Medication reviews	Enhanced Health in Care Homes	Anticipatory Care	Personalised Care
Supporting Early Cancer diagnosis	CVD Prevention and diagnosis	Tackling Neighbourhood inequalities	

- New DES Live on 1 July across the country

Working together with the Barnet population to improve health and well being



Primary Care Networks in Barnet

Primary Care Networks (PCNs):

- Bring together groups of GP practices to deliver care to populations of 30-50,000 patients
- Integrate health and social care services to take on population health management
- This means a change from reactively providing appointments to proactively care for the people and communities they serve, for example, the diabetes nurse integrated in to the PCN will proactively review the care of the whole diabetes population, not just those referred to the service.
- There will be an increase in the number/type of staff working in primary care, and an increase in the investment within primary care to support this change.

Barnet GPs have already been working together for some time as networks (CHINS) with other health, social care and voluntary & community services



What does this mean in practice?

The GPs in the North of Barnet have established a Frailty multi-disciplinary team (MDT) that proactively manage a combined register of patients across the group of practices. The group consists of clinicians from a range of organisations including CLCH, North London Hospice, Social Care, Age UK and the Royal Free NHS Trust, and GPs



Mr. S is 82 yrs. old; lives in sheltered accommodation and does not have any family. He chooses not to engage socially.

Mr. S is living with:

- memory loss
- difficulty remembering to take his medication
- difficulty hearing (including the phone)
- numerous other long terms conditions which are poorly controlled affecting his ability to function

Mr S often feels very unwell, dizzy resulting in falls or feels very anxious and calls the GP in hours, NHS 111 or 999 out of hours and is often taken to A&E

Mr. S is also anxious about his finances and wants to get his affairs in order



What does this mean in practice?



Goals (taking into consideration Mr S and his carer's goals) were to:

- stabilise his medical conditions & help Mr S attend outpatient appointments
- refer him to the memory clinic
- improve his compliance with medication
- make his environment safer and reduce his falls
- increase his care package and improve his nutrition
- help sort out his financial uncertainties
- create an advanced care plan.

Outcomes. Mr S has a complete Co-ordinate My Care record and is now:

- happier as Age UK Barnet has supported him to put his affairs in order. He is now aware he has money for carers, nutritious meals, rent, and he is able to pay to see a dentist to sort out his toothache
- getting his existing illnesses treated. He is attending all outpatient appointments (warden and care agency organise the transport and key safe enables entry)
- staying healthier. Social services helped organise carers x3/day, who help prepare meals, encourage him to take his medications on time and also to do his exercises
- mobilising more steadily and has not fallen again
- no longer calling 111 or 999 because medically he is stable and less isolated



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National Developments and Local Strategy

Urgent Treatment Centres

- **Simplifying system**



Urgent Treatment Centres

- At the moment, the NHS offers a mix of walk-in centres, urgent care centres, minor injury units and urgent treatment centres (UTCs), all with different levels of service.
- By December 2019, all urgent care centres and walk-in centres will need to be designated as either a UTC or to change their function to become other community/primary health care services.
- UTCs are GP-led, open at least 12 hours a day, every day;
 - Appointments can be booked through 111 or through a GP referral, and are equipped to diagnose and deal with many of the most common ailments people attend A&E for
 - UTCs will ease the pressure on hospitals, leaving other parts of the system free to treat the most serious cases
 - By Autumn 2020 the UTC model will be fully implemented. This means UTCs will be embedded as part of a consistent 'out-of-hospital urgent care' offer in all localities with the option of appointments booked through a call to NHS 111.



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**Proposed consultation
on Cricklewood Walk in Service**



Cricklewood Walk-in Centre (1)



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Cricklewood walk in service

- Open 8.00am – 8.00pm 7 days a week.
- Does not provide any service additional to a GP practice but, unlike a GP practice, it has no access to a patient's record, cannot refer on to other services and is unable to offer preventive care such as immunisations and health checks.
- Unlike Edgware and Finchley Memorial walk in centres, it does not have access to diagnostics such as x-ray and does not provide a minor injuries service.

Cricklewood Activity

- Sees on average about 13 Barnet patients a day
- 19,785 patients attended in 2018/19.
- Numbers of attendances have reduced by 21% since 2016/17.
- Barnet CCG represents 24% of the overall activity; about 58% of the attendances come from Brent with smaller numbers from Camden and other local boroughs.
- The majority of patients who access the service are already registered with a local GP.
- 715 patients (4%) who used the service are registered with the co-located GP Practice



Cricklewood Walk in Centre (2)



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Location and population

- Located in south of the borough close to border with Brent and Camden.
- Increasing older population + in some wards younger population (JSNA).
- Local redevelopment and close to regeneration at Brent Cross and Colindale South.

Other local alternative services *(distance and approx. travel times public transport)*

- 48,000 extra GP appointments – 3 local hubs – see next slide
- 3.5 miles to Edgware WiC by No.32 bus. 30-35 minutes
- 5 miles to Finchley WiC, 245/260 bus; then change to No.13 bus. 45 minutes.
- 3 miles to Royal Free Hospital, 245 bus + northern line to Belsize Park. 35 minutes
- 4 miles to St Mary's Hospital, 332 bus. 30-35 minutes
- 6.5 miles to Northwick Park Hospital by various bus and tubes. 25-30 minutes
- 5 miles to Central Middlesex Hospital, 226 bus. 35 minutes



Barnet 48,000 Extra GP Appointments Information

Available to all Barnet GP patients through own GP or direct on 020 3948 6809

Nearest to Cricklewood indicated with asterisk

Location	Opening times
Oaklodge Medical Centre	Mon - Fri 18:30 – 21:00 – Sat and Sun 08:00-20:00
Millway Medical Practice	Mon/Wed/Thurs 18:30 – 21:00 – Sat 08:00-12:00
Greenfield Medical Centre*	Mon/Wed/Fri 18:30 – 21:00 – Sat 08:00-12:00
PHGH*	Tue/Wed/Thurs 18:30 – 20:00 – Sun 08:00-12:00
Wentworth Medical Practice	Mon/Wed/Fri 18.30-21.00 – Sat 0800-12:00
Longrove Surgery	Mon/Wed/Fri 18.30-21.00 – Sat 0800-12:00
St Andrew's Medical Practice	Mon/Wed/Fri 18.30-21.00 – Sat 0800-18:00
East Barnet Health Centre	Tues/Wed/Thurs 18:30-20:00 – Sat 0800-12:00
Dr Azim and Partners*	Mon/Tue/Thurs 18:30-20:00 – Sat 0800-12:00
Woodlands Medical Practice	Tues and Thurs 18:30-21:00 – Sat 08:00-12:00



Consultation on decommissioning

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- For most conditions it is better for patients to access primary care as it has:
 - access to individual patient records (including information about the patient's medical history and current medication)
 - patient can receive a full range of preventative services, such as screening, routine immunisations and health checks as well as referral to other services
- There are alternative urgent care services in the borough, all of which provide the same range of services as the Cricklewood walk-in service and more.
- Barnet CCG has invested in providing 48,000 extra GP appointments in the evenings and at weekends. These appointments are not fully utilised at present and there is capacity in the other urgent care services locally.
- The development of Primary Care Networks locally will mean:
 - Further investment in primary care as part of the NHS Long Term Plan – including the current funding for extra GP appointments.
 - New primary care network health staff – eg social prescribers and pharmacists
 - Health, care and voluntary services joining up around them to meet patient needs and provide early help to avoid urgent attendances where possible.

Consultation timeline

- Consultation to start 29 July to run until 18 October 2019.
- Decision making to take place in December 2019.