

Report on Waiting Times for GP appointments in Barnet and Utilisation of the Extended Access (8.00am – 8.00pm) Service

1.0 Introduction

1.1 This paper details the Barnet CCG plan to look at

- Primary care waiting time variability across Barnet GP practices
- Capacity and utilisation of the Extended Access (8.00am - 8.00pm) service
- Future plans to further improve primary care access which responds to local people's needs and views.

1.2 Barnet CCG comprises a membership of 55 GP practices, commissioning and delivering healthcare services for a registered population of circa 420,000. The CCG recognises that primary care is facing many challenges, including how patients access GP practices. As such we are working collaboratively with our Barnet GP Federation and local health and social care commissioners and providers including the third sector to implement our key strategic priority of Care Closer to Home. A key component of the Care Closer to Home programme is to improve GP access and provide primary care services between 8.00am and 8.00pm, 7 days a week (including on Bank Holidays).

2.0 Primary Care Waiting Times

2.1 It is not currently possible to obtain waiting times for each Barnet CCG practice as the functionality of current systems does not allow this. However, NHS Digital is in the process of developing a GP Workload Collection Tool that will make possible the visibility of GP practice appointment offerings in the future to the CCG. This tool will collect the following aggregated practice appointment data

- The number of appointments offered and scheduled
- When appointments are offered and scheduled
- The types of appointment offered and scheduled
- The modes of appointments offered and scheduled
- The healthcare professional types associated with appointments offered and scheduled
- Number of appointments attended and cancelled
- Aggregated counts of the demographic details (sex, age band, ethnicity group) of patients attending appointments
- Indicator of patients who attended three or more appointments in the reporting period.

2.2 Once available, this tool will enable the CCG to identify any variation that may exist and support practices accordingly to reduce unwarranted variation in waiting times.

3.0 Primary Care Extended Access (8.00am - 8.00pm) Service

3.1 Barnet CCG has commissioned a primary care extended access service, which has been in operation since April 2017. This service provides GP appointments to all registered

patients of Barnet CCG between 8.00am and 8.00pm, 7 days a week (including Bank Holidays).

3.2 This service is provided by the Barnet GP Federation – a local GP Federation that has a membership of the 55 Barnet GP practices. This enables whole CCG registered population coverage. The CCG has commissioned 48,000 appointments during 2018/19 as part of the Extended Access Service. This equates to approximately 920 additional primary care appointments each week.

3.3 This service offers extra GP appointments

- During weekday evenings between 6.30pm and 8.00pm
- During the weekend and on Bank Holidays between 8.00am and 8.00pm

The service enables continuity of care as the clinician has, depending on consent being provided by the patient, visibility to their full electronic medical record. Patients can book a same-day appointment for this service by contacting their registered practice during core contractual hours or by calling 020 3948 6809 between 6.30pm and 8.00pm on weekdays and between 8.00am and 8.00pm on weekends and on Bank Holidays. All Barnet CCG practices are using the service. More recently, the service has been receiving Accident & Emergency department redirections and GP-Out of Hours redirections.

3.4 Service utilisation rates for April 2018 (81%) and May 2018 (80%) indicate the service is well used. However, the CCG will discuss with the Barnet GP Federation how this utilisation rate can increase further over the coming months. For example, reviewing DNA procedures and discussing how both the CCG and Barnet GP Federation can further promote the service to local Barnet GP registered population. There will also be wider engagement with London Borough of Barnet council, local community services, local voluntary groups, schools, local walk-in centres and acute providers to further raise awareness of the service. Patient feedback received regarding the service is positive – patients appreciate the additional appointments that are now available in the evenings, weekends and on Bank Holidays.

3.5 The performance of the service against Key Performance Indicators (KPIs) is monitored through the contract monitoring process to enable continuous improvement in quality and service delivery.

4.0 Further Improving Primary Care Access

4.1 The CCG has in addition commissioned an Improved Access Locally Commissioned Service (LCS) which is being delivered by practices between 1st October 2017 and 31st March 2019. This LCS has been invested into general practice as part of the GP Five Year Forward View (GPFV) £3 per head non-recurrent investment (over two years). The Improved Access LCS is being delivered in two stages over two years: the first year is for practices to review their capacity including how they offer appointments and to develop an improvement plan; and the second stage (to be delivered by GP practices from late July 2018 / early

August 2018) is for practices to implement their improvement plan. The expected outcome of these plans are that practices will be able to better manage their workload and therefore release time to deliver at least one of the 10 High Impact Actions as detailed in the GP Five Year Forward View.

4.2 In addition a supplementary LCS has been commissioned from 1st April 2018 to continue to support improving primary care access. Part of this service requires practices to offer at least 50% of pre-bookable routine appointments available to book online by 31st March 2019. It should be noted that this particular service requisite will be required to be sustained until 31st March 2022 whereby at this end date, it is envisaged this will have become an integral booking offering by practices. Online booking is one of the Patient Online Services – the remaining Patient Online Services include enabling patients to order repeat prescriptions and for patients to view their electronic medical record online. The CCG will be working with practices over the coming year to promote and increase utilisation of the electronic prescription service (EPS) as this presents an opportunity to inform patients of alternative healthcare professionals whom may be more appropriate to provide care, such as pharmacists.

4.3 The CCG is exploring how emerging technologies can supplement traditional face-to-face consultations to meet the needs of a diverse local community to improve primary care access for patients, such as through online consultations, and how new technologies enable self-care management. This will be piloted through one of the emerging Care and Health Integrated Networks (CHIN.)

4.4 The CCG is working with Barnet Community Education Provider Network (CEPN) and the Barnet GP Federation to develop a Barnet primary care workforce strategy. This strategy will consider how GPs, Nurses, Pharmacists, Health Care Assistants (HCA) and Physician Associates can be recruited, retained and succession plans put in place. The CCG has been successful in its application to several regional and national workforce development schemes notably Clinical Pharmacists in General Practice and the General Practice Nurse training programme. There are now 5.5 whole time equivalent, Clinical Pharmacists working across Barnet primary care, supporting practices in reviewing medications and delivering clinics. Moreover, 10 nurses joined Barnet CCGs General Practice Nurse training programme in January (2018) – these additional nurses will be working in Barnet practices over the course of 12 months. The CCG is aware of the International GP Recruitment programme and is considering how this scheme could be used to increase the number of GPs within the borough.

5.0 Conclusion

5.1 The CCG is committed to continuous improvement in primary care access as demonstrated through its rollout across Barnet of locally commissioned services, the development and implementation of new and innovative ways of working through the use of enablers such as new workforce models and digital platforms. This investment into Barnet

primary care will support delivery of the GP Forward View, improve patient experience and satisfaction and, alleviate pressures on local urgent and emergency care services.