



North Central London CCG
18 June 2020

Report Title	Update on the Closure of the Cricklewood Walk-in Service	Date of report	3 July 2020	Agenda Item	Leave blank for Board Secretary
Lead Director / Manager	Daniel Morgan, Interim Director of Commissioning (Barnet), NCL CCG	Email / Tel	Daniel.morgan4@nhs.net		
GB Member Sponsor	Not Applicable				
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Name of Authorising Finance Lead	Not Applicable	Summary of Financial Implications			
Report Summary	<p>On 13 February 2020, Barnet CCG updated the Barnet Health Overview and Scrutiny Committee (HOSC) of the outcome of the joint engagement process regarding the decision to close Cricklewood walk-in service (CWIS) on 30 June 2020.</p> <p>This report provides the HOSC with a further update on steps taken to ensure an increase in primary care appointments following the closure of the Cricklewood walk-in service on 30 June 2020 and plans to make same day access a core priority of the Barnet Integrated Care Partnership.</p>				
Recommendation	<ul style="list-style-type: none">The Barnet Health and Overview Scrutiny Committee is asked to note this report regarding the closure of the Cricklewood Walk-in Service, and plans to make same day access a core priority of the Barnet Integrated Care Partnership.				
Identified Risks and Risk Management Actions	<ul style="list-style-type: none">Not Applicable				
Conflicts of Interest	<ul style="list-style-type: none">Not Applicable				
Resource Implications	<ul style="list-style-type: none">Not Applicable				
Engagement	<ul style="list-style-type: none">Not Applicable				

Equality Impact Analysis	<ul style="list-style-type: none"> • Not Applicable
Report History and Key Decisions	<ul style="list-style-type: none"> • Paper to the Barnet HOSC on 13 February 2020 - Cricklewood Walk-in Service Update
Next Steps	<ul style="list-style-type: none"> • Not Applicable
Appendices	<ul style="list-style-type: none"> • None

1. Summary

On 13 February 2020, Barnet CCG updated the Barnet Health Overview and Scrutiny Committee (HOSC) of the outcome of the joint engagement process regarding the Cricklewood walk-in service (CWIS). In summary, the reasons for the decision to close the Cricklewood walk-in service were:

- Demand for the service had reduced year-on-year since 2016/17 alongside annual increases in the number of people attending local A&E services with primary care needs.
- Although convenient, the service does not address the longer-term health needs of patients and is not aligned with the local and national aspirations for integrated models of care between urgent care and Primary Care Networks.
- There is no strategic or financial case for developing an urgent treatment centre (UTC) on the Cricklewood site
- The needs of walk-in service patients can be better met closer to home by general practice or the GP extended access hubs already in place. Access has been, and will continue to be, improved through the implementation of digital and online consultations and through NHS 111 and improved publicity
- The Health and Equality Impact Assessment (HEIA) completed in January 2020 concluded that closure of the service would overall have no disproportionate negative impact on patients.

This report provides the HOSC with a further update on steps taken to ensure an increase in primary care appointments following the closure of the Cricklewood walk-in service on 30 June 2020 and plans to make same day access a core priority of the Barnet Integrated Care Partnership.

2. Closing Cricklewood walk-service

To ensure local stakeholders are kept informed of changes to the walk in service, both Barnet and Brent CCGs sent a final letter to all stakeholders confirming the closure, which included details of alternatives to the walk-in service. A poster with details of alternative services has been put on the front door of the Cricklewood GP Health Centre, which was co-located at the same address as the Cricklewood walk-in service. Ongoing work to raise awareness of these local services will continue via CCG and local GP practice websites, and other social media channels

In line with National Covid-19 guidance, Cricklewood walk-in service closed on 27 March 2020.

3. Procurement of the APMS Contract - Cricklewood GP Health Centre

Due to the pandemic, it was agreed that the re-procurement of the APMS contract for the Cricklewood GP Health Centre would put on hold until September this year. The current provider, Barndoc Health Care Ltd, will continue to provide the service until 31 March 2021.

One of the key recommendations from the Cricklewood walk-in service engagement process, was that as part of its procurement of the Cricklewood GP practice, Barnet CCG would specify a higher level of access to appointments during core hours to improve access in an area of population growth. Despite the re-procurement being on hold, the CCG has agreed with the current provider that an additional 3,960 appointments per full year will be provided.

4. Reducing A&E Attendances

Another outcome from the joint engagement process had been to set up a working group to develop approaches to reducing A&E attendances. Barnet Integrated Care Partnership (ICP) has established a group, which is to review same day access services. A review of these services and current clinical models provides an excellent opportunity for transforming services to meet the needs of the Barnet population, and to maintain reduced demand on A&E services.

Local providers from the Royal Free Hospital London, Barnet GP Federation, Central London Community Services and the London Borough of Barnet are all members of the ICP Board. Barnet Healthwatch will be asked to join the redesign work, to ensure there is early public involvement. The ICP will provide updates to the HOSC on this work as it takes shape.

5. Next Steps

The Barnet Directorate of NCL CCG will keep the Barnet HOSC updated on progress with the re-procurement of the APMS contract for Cricklewood GP Health Centre and the work being led by the Barnet ICP Board to review same day access services.