



North Central London
Clinical Commissioning Group

North Central London CCG
Health Overview and Scrutiny Committee (HOSC)
Monday, 5th October 2020

Report Title	Primary Care Services Currently Available	Date of report	22/09/20	Agenda Item	
Lead Director / Manager	Colette Wood	Email / Tel	Colette.wood1@nhs.net		
GB Member Sponsor					
Report Author	Carol Kumar/Kelly Poole (job share) Assistant Director of Primary Care Transformation	Email / Tel	Carol.kumar@nhs.net / Kelly.poole@nhs.net		
Report Summary	This report provides a summary update on general practice service provision and patient messaging, availability of diagnostic scans and phlebotomy services in Barnet.				
Appendices	N/A				

1. General Practice

Throughout the Covid-19 pandemic, Barnet general practice has remained open and continues to offer care to their patients. As a result of the pressures placed on the system, along with the associated infection control risks unnecessary face-to-face contact brings, NHS England and NHS Improvement instructed all GP practices in England to implement a 'total triage' model using telephone and online consultation tools in April 2020.

Total triage means that every patient contacting the practice is first triaged before making an appointment. In addition to this, the CCG implemented an online consultation service in all NCL CCG practices, of which 50 out of 52 Barnet practices are using. This service, accessible via the patients' registered GP practice website, enables patients to seek medical support online from a clinician of their registered GP practice; this includes requesting repeat prescriptions.

Total triage is important to reduce avoidable footfall in practices and protect patients and staff from the risks of infection. In addition, to minimise avoidable risks of infection, all practices offer video consultations. If it is clinically determined that a patient requires a face to face consultation, all Barnet practices are equipped to safely enable this. This includes child immunisations, cervical screening and other diagnostic tests that are carried out in general practice.

In addition, all GP practices in England recently received a letter from Dr Nikki Kanani, Medical Director for Primary Care at NHS England and NHS Improvement outlining their obligations to patients in the face of the ongoing pandemic and enclosing a best practice toolkit. Full information can be found here: <https://www.england.nhs.uk/gp/investment/gp-contract/#network-contract-des>, but essentially practices are required to ensure key messaging to patients is in line with the below:

- Due to the coronavirus outbreak, how you contact your GP surgery will be different at the moment. This is to limit face-to-face contact where possible and help stop the spread of coronavirus
- Face-to-face appointments are available to all patients, but you may be asked to discuss your conditions over the phone or online first to assess what would be most appropriate for you
- In addition to face-to-face consultations, many GP practices are offering consultations online or over the phone. This can be a convenient and flexible way to receive healthcare but if you would prefer to see a GP or healthcare professional in person then this will be arranged for you.

We continue to engage with Barnet residents via practices and Barnet Healthwatch to inform patients of the total triage model and how they can continue to access primary care medical services during the COVID-19 pandemic.

2. Same Day Access

The Same Day Access and Discharge (SDAD) task and finish group is a sub-group of the Integrated Care Partnership tasked with designing a new model to sustainably cope with the increased same day access demand across the system, most notably within A&E, which builds on all of the success that were achieved during the first wave of Covid-19 pandemic. The model will encapsulate the following:

- Direct booking from NHS 111 to support the “*Help us to Help you*” and “*Talk before you walk*” national campaigns
- Meeting the requirements of the Regional Urgent and Emergency Care restoration plan
- Being prepared to meet the demand of second wave of Covid-19
- Providing a rich clinical skill mix in workforce terms to support new integrated pathways that are in development, working in a one team approach
- Enhanced diagnostic capacity
- Learning from regional and national examples

All partners are currently designing the model which includes clinical visioning and we are aiming to have a fully developed service specification within the coming weeks and this service transformation opportunity will benefit all Barnet residents.

3. Diagnostics

All diagnostic tests and referrals for diagnostics are operating as usual **aside from** direct access ultrasound and direct access referrals at Royal Free London NHS Foundation Trust (RFH), which includes the Barnet Hospital and Royal Free Hospital sites.

The reason for this is owing to a backlog of referrals and requests, which built up in line with the increasing pressures the Covid-19 response was placing on the Trust. It has been agreed with NCL CCG, as commissioner, that routine referrals for direct access ultrasound and direct access referrals are on hold for three months. Patients can instead be referred to one of our long-standing private providers of diagnostics in the borough, InHealth who have a site in Golders Green. In order to ensure that there is sufficient capacity during this time, InHealth have been asked to double their existing ultrasound capacity from October and will also be asked to consider operating from additional sites in the borough.

Royal Free London NHS Foundation Trust are working hard to reduce the backlog. Whittington Health NHS Trust, University College London Hospitals NHS Foundation Trust and North Middlesex University Hospital NHS Trust are supporting RFH by utilising some of their capacity and Barnet GPs have been asked to reprioritise some of their routine referrals in to the service over the past few months to help reduce the backlog and ensure that anyone who needs to be reclassified as urgent can be seen quickly.

It is important to note that Royal Free London NHS Foundation Trust are continuing to accept paediatric, cancer and urgent ultrasound referrals.

4. Phlebotomy

Phlebotomy services are provided by Central London Community Healthcare NHS Trust (CLCH) and Royal Free London NHS Foundation Trust in Barnet

CLCH are offering capacity which is 117% of pre-COVID capacity and equates to over 1200 appointments a week. 1000 appointments are delivered at the Finchley Memorial Hospital site and the remainder is utilised for domiciliary phlebotomy.

North Central London CCG has also been working with Royal Free London NHS Foundation Trust to improve their phlebotomy capacity, which is currently at over 3,000 appointments a week and equivalent to 86% of pre-COVID levels. RFH recently confirmed that they will be opening two new sites in Barnet, offering an additional 1,000 appointments a week, and will bring Barnet to 112% of pre-COVID capacity levels by the end of October.