

7 July 2022

Mr Derrick Edgerton
Co-Chair
The Primary Care Group
Community Barnet

North London Business Park
Oakleigh Road South
London
N11 1NP
020 8359 2000
northcentrallondon.icb.nhs.uk

Dear Mr Edgerton

Thank you for your email outlining your concerns about population growth in Barnet and the impact on primary care. The following provides an overview of how Barnet is working with GP practices and the wider healthcare system to address these concerns.

Workforce – Roles & Provision

Barnet has the largest population in London with 425,395 registered patients. This population is expected to grow over the coming years.

To help understand the demands that are likely to be experienced by primary care and more broadly NHS services, a dependency ratio has been calculated based on the current registered patient population. The dependency ratio is a measure of the number of dependents aged 0 years to 14 years and aged over 65 years compared with the total population aged 15 to 64 years. For Barnet, the dependency ratio is expected to reduce from 1.9 to 1.8 by 2030. This indicates that the dependent population is growing marginally faster than the working age population which may result in a greater demand for health services to support younger and older populations living in the Borough.

There are two datasets used to understand primary care workforce: one is by the National Workforce and the other is by the BMA. National Workforce data compares 1 GP Full Time Equivalent (FTE) to :1000 patients while BMA guidance compares 1 GP FTE: 1800 patients. In the context of Barnet, the Borough is not an outlier compared to North Central London boroughs:

Practice Name	Average Total Number of Patients	Total GP FTE	GP FTE Per 1000 (National Workforce)	GP FTE Per 1800 (BMA)	Average Number of Patients per GP
Barnet Average	8624.08	4.49	0.50	0.91	2318.13
NCL Average	9719.45	5.15	0.53	0.96	2460.09

General Practice is supported by the wider Primary Care Network (PCN – a group of local GP practices working together) workforce, specifically the Additional Role Reimbursement Scheme (ARRS), which offers additional clinical provision delivered through roles such as:

- Clinical pharmacists
- Pharmacy technicians
- Social prescribing link workers
- Health and wellbeing coaches
- Care coordinators

- Physician associates
- First contact physiotherapists
- Dieticians
- Podiatrists
- Occupational therapists

Based on Barnet PCNs recruitment intentions there will be an additional 250.42 FTE ARRS roles in post by 2024.

Commissioning Additional Provision

Barnet Borough annually commissions 48,000 GP and Nurse appointments as part of the Primary Care Extended Access Service. This equates to approximately 920 additional primary care appointments each week.

The Extended Access Service (EAS), delivered by Barnet Federated GPs, is available to all patients registered with a Barnet GP practice.

The service operates between 6.30pm and 8.00pm on Mondays to Fridays and between 8.00am and 8.00pm on Saturdays, Sundays, and Bank Holidays, offering face-to-face, telephone and video consultations.

Patients can book an appointment via:

- Their registered GP practice;
- Barnet Federated GPs Call Centre (<https://barnetfederatedgps.org.uk/extended-access-service/>);
- NHS111.

The service is delivered by local GPs and local nurses, offering the same services (such as immunisation clinics; screening clinics; family planning clinics; and routine long-term conditions management reviews clinics) provided by GP practices, including referral to community and secondary care services, prescribing, and ordering diagnostic tests.

From October 2022, PCNs will take over the responsibility for providing enhanced access for the patients in their area. This is a national change – A national specification ([NHS England Report Template 7 - no photo on cover](#)) describes the enhanced access service that must be provided by PCNs. The attached summary provides an overview of the Enhanced Access Service, including details on how you can feedback comments or questions to the CCG.

Digital Enablers

Digital enablers have been implemented to support patients accessing healthcare services but also to support demand management and as such enabling practices to use their time most efficiently.

All Barnet GP practices offer an online consultation service which is accessed via the practice's website. This personalised service helps registered patients access the most appropriate clinician or service to support the presenting condition(s). This could lead to a patient booking a GP/Practice Nurse appointment online.

In addition, practices offer online services to registered patients to book/amend/cancel a GP/Practice Nurse appointment, request repeat prescriptions and to view their medical record, including test results. This service is accessed via the practice website and is also available by downloading the NHS App from a smartphone app store. More details about the NHS App can be found on the NHS website - <https://www.nhs.uk/apps-library/nhs-app/>.

The online consultation service and NHS App provide greater convenience for registered patients to contact the practice. These digital technologies are accessible 24/7 and alleviate the need and associated stress of

North Central London ICB Chair: Mike Cooke

North Central London ICB Chief Executive Officer: Frances O'Callaghan

trying to contact the practice via telephone and support patients in accessing the most appropriate clinician to meet their healthcare need.

Cross-sector Collaboration

A key element underpinning the creation of PCNs is to support general practice to work with local healthcare providers (such as community providers, community pharmacists, secondary care providers), social care, and voluntary sector services to deliver services that meet the health needs of the PCNs population. This will be achieved through the [PCN DES](#) service which all Barnet practices as part of a PCN are delivering.

This cross-sector collaboration of service providers will enable patients to receive the right care, in the right place, at the right time. Not all consultations require a GP. Therefore, implementing the new model of care (through delivery of the PCN DES) will enable patients to be seen by the most appropriate healthcare professional.

Innovative Estates Programme

There is an innovative estates programme that will deliver infrastructure investment throughout the borough which will increase primary care capacity. The below table outlines schemes delivered over the past three years and those that are in the planning phase:

Schemes Delivered	
Project / Building	Description
Barnet General A&E Department refurbishment	Expansion of the A&E department and the creation of an Urgent Treatment Centre (UTC)
Vale Drive Health Centre	Internal reconfiguration and increase in number of PCs at the health centre
Digital patient check-in kiosks and patient information boards	Replacement and upgrade of digital patient check-in kiosks and patient information boards
Patient Chase Upgrade	Patient Chase IT Upgrade
Grahame Park Health Centre	Essential works to extend the life of the building
Torrington Park Health Centre	Refurbishment programme
Improvement Grant Programme	18/19 - 21/22 programme
Cressingham Road	Park View Surgery Branch site relocation and increase in the number of PCs at the health centre

Schemes in Planning Phase	
Project Title	Description
Homeless Action Barnet	Primary Care room upgrade
Osidge Library One Public Estate Scheme	Potential New Build
General Practice Upgrades	s106 investment to upgrade Primary Care sites across Barnet
Colindale Regeneration Scheme	New Build
Brent Cross Regeneration Scheme	New Build
Improvement Grant Programme	22/23 programme - awaiting approval from NHSE

As outlined above, Barnet continues to support practices and engage with the wider healthcare system to aid patients in seeing the most appropriate clinician to meet their healthcare needs. This is an iterative process to take account of the changing needs and growth in the population of Barnet.

Yours sincerely,

ColetteWood .

Colette Wood

Director of Integration

Barnet Directorate

NHS North Central London ICB

Phone: 07941 117 386

Email: Colette.wood1@nhs.net