

National GP Extended Access Scheme

Telford and Wrekin Primary Care Committee

2nd October 2018

The following information outlines the commissioning process employed to facilitate the deployment of the national GP Extended Access Scheme

1. Background

The GP Extended Access Scheme (part of the GP Forward View) will be formally launched nationally on 1st October 2018. This national programme – supported by formal NHS England Guidance – requires the CCG to offer the service to all Telford and Wrekin practices for delivery. We have provided a number of local awareness events, circulated guidance and undertaken a formal patient consultation and shaped a local communication plan. Practices have invited to submit their plans in line with the guidance which has resulted in 100% coverage in line with the national target of 30 minutes of appointments per 1,000 weighted population. Please see the communication plan supporting delivery in **Appendix A**.

The service specification for this scheme has been developed according to national guidance. This includes KPIs which will be measured regularly by the CCG primary care team. Visits were held with each practice to discuss plans and to ensure that these aligned to the requirements of the national guidance.

In terms of patient engagement, in addition to a patient and public awareness event a summary document will be taken to the October Assurance and Involvement Committee and a presentation taken to the October Telford Patients First event. PPGs were actively involved in supporting engagement by promoting completion of the patient survey. An FAQ document for patients is included in this report.

2. National Requirements

(i) Requirement to provide 30mins/1000 weighted population

(NB: There is an aspiration for coming years to provide 45mins per 1000 patient – Telford and Wrekin and Shropshire CCGs have both raised the need, at regional level – to match fund this aspiration recurrently – a decision regarding this is awaited).

(ii) Requirement is to provide access to pre-bookable and same day ROUTINE appointments on weekday evenings and at weekends, to meet local population need

This includes Bank Holidays. This allows for appointments to be provided 0700-0800hrs Mon-Fri too – although it is not a requirement to have to deliver 0700-0800hrs appointments. It should be stressed that this is not about all practices being open 7 days a week. It is

expected that additional appointments will be provided on weekday evenings and at weekends but actual disposition is to be determined and evidenced locally by the practices themselves within their submitted plans.

Not all capacity needs to be delivered outside of core hours but rather be based on evidence of local need.

(iii) *Requirement to ensure that access is equitable to all patients (ie cannot specifically target working population or over 65s, for example)*

- The extended hours appointments need to be offered on an equal basis to in hours appointments to give patients a choice
- Criteria for types of appointments includes face to face as well as telephone consultations and e-consultations
- The service needs to be GP-led – meaning a GP needs to be available but the appointments do not have to be a face to face appointment with a GP and can be provided by any clinical staff who would be routinely available within general practice, including GPs, nurses, ANPs, HCAs, pharmacists, physiotherapists, etc. (voluntary sector and care navigators do not count)
- The extended hours service must be advertised by practices (websites, practice leaflets, signposting from reception staff, posters, etc) to ensure patients are aware of the service

The other requirements (using the GP workload tool and direct booking by other services (eg NHS111) will come on stream from March 2019 (but only once the technology has been made available and is actually working properly)

3. Telford and Wrekin Commissioning Plan

The national requirement (based on weighted population figure being used by NHSE) is **93 hours** to be provided per week.

Based on current plans the Telford and Wrekin service will be delivering a total of **107 hours** via practices and an **additional 4 hours** over weekends via the hub = **total of 111 hours** per week – equivalent to around 36 mins / 1000 population (based on the weightings being used). **Appendix B** –shows a breakdown by practice and mix of staff being used to provide the additional capacity.

- Monday-Friday – Practices will be delivering capacity either on an individual basis or across localities (ie Charlton being covered by Donnington)
- Some practices (ie Stirchley and TelDoc) also offering extended hours appointments on Saturday and Sunday
- Appointments will be a mixture of GP/Nurse/other HCP appointments – all face to face
- After an evaluation period, practices may change some of the face to face capacity to provide telephone/online consultations, where appropriate

Weekends (and Bank Holidays) cover to be provided from the Extended Hours Hub:-

- At present the provision of appointment for weekends from the hub is 10 for Telford & Wrekin and 25 for Shropshire

- At this level it is necessary to rotate the hub location between Telford and Shropshire ev- appointment provision will be protected per CCG allocation although could be offered to patients from other CCG if slots not used
- Booking window will be same as for practice direct delivery ie up to 2 weeks ahead
- After an evaluation period this could be extended, if required
- If no appointments are available in core/extended hours at their own practice, patients will initially call a separate number (as is currently the case with the GPAF scheme and works well) and will be booked in accordingly
- By March 2019 the technology will be in place to allow practices to search for the Extended Hours Hub appointments in their own practice systems and the separate telephone number can then be dropped as the practices will be able to book the appointments direct
- If the capacity needs to be increased at the hub to meet future demand (ie for additional Winter pressures) the capacity would need to be increased to around 30-35 appointments per day on Sat/Sun to warrant having a fixed/permanent base in Telford

4. Finance

The Regional team were challenged by the CCG as the weighting used for the financial envelope for this service was calculated on an ONS population weighting rather than the normal weighting system used which resulted in a potential gap of £45K – we were unwilling support transfer to this scheme by practices until this financial gap was resolved by an enhanced allocation to meet our target. This challenge was accepted and the funding gap met by region. The full funding balance for the service has now been received by the CCG.

2018/19 Funding (September to March 2019) = £3.00 per head for current GPAF population with a further £3.34 for remaining population and the additional £45k shortfall funding. Total cost to deliver the service will be £563,000. Funding actually received (and confirmed on 3rd September 2018) is £613,000.

2019/2020 Funding – calculated at £6 per head – Funding allocation should be £1.1 million – which will be transferred onto the practices for delivery.

The difference in funding levels between Shropshire CCG and Telford and Wrekin CCG is different because there is a difference in delivery models. The Shropshire model requires investment in infrastructure to deliver their services from locality hubs whereas Telford and Wrekin service will be delivered via a combination of direct practice delivery and one central hub (this will be the hub at PRH with pre-bookable appointments which has been included in the OOH local specification for both Shropshire and Telford).

Assurance Process Summary

Regional NHS England Assurance

September 2017 to June 2018 - monthly assurance meetings with NHSE GPFV PMO and RAG assessments relating to the state of readiness – CCG following national guidance and regional requirements to deliver the scheme.

GPFV Milestone Meetings with NHSE

- June 2017 - monthly assurance meetings with NHSE PMO commenced – the national access scheme is overseen by this regional PMO review process
- August 2017 – Issue of financial risk and value for money raised with NHSE formally and minuted – written assurance required regarding the financial allocation and detail of any financial risk that would be held by the CCG locally.
- June 2018 - final written confirmation on 'gap funding' received from NHSE - still awaiting confirmation on funding drop dates and actual amount – Risk of financial gaps communicated to both the primary care finance lead and CFO.

Milestone tracker reports are shared as part of the primary care update at all PCCC meetings.

GPFV Umbrella Group – Regional Executive Assurance

- NHSE Region/DCO monthly assurance meetings (Commenced April 2017) with access as a standing item on all agendas with attendance from Shropshire STP CCGs and Local Area Team (Rebecca Woods)
- NHSE returns prepared in advance of monthly UG meetings with a return requirement for national access scheme progress
- Monthly returns discussed at UG meetings with NHSE National Director for Assurance and Transformation who Chairs the Umbrella Group meetings (GPFV)

Standing item for all PCCC meetings – GPFV Umbrella Group Report

Primary Care Commissioning Committee – Local Assurance

GPFV Access plans and updates in 2018 were reviewed at the CCG's monthly primary care stakeholder meetings and primary and integrated care sessions to provide assurance for PCCC Committee members - including to date:-

- Jan 2018 Agenda and Minutes (GPFV progress update including national access service details, wider access provision. At this meeting Committee were also updated on the role of Umbrella Group in terms of GPFV assurance and the requirements for the NHSE PMO formalising this assurance and initiating status reports)
- April 2018 GPFV Access progress covered within the PC Update.
- June 2018 GPFV Access plans covered in PC Update, Quality Performance Monitoring and the formal Committee Paper - Q4 NHSE Self Certification of Assurance

**National Extended Access Programme
Telford and Wrekin CCG
Frequently Asked Questions
1st October 2018**

Why do we need extended access?

Pressures across the health system (eg increasing levels of A&E attendances) are occurring as a result of patients not always being able to get an appointment at their GP Practice. NHS England have provided funding to support additional appointments to improve patient access locally and to support practices to deliver this additional capacity to address the needs of patients.

What are the actual requirements?

To provide 30mins/1000 patients of additional access to pre-bookable ROUTINE appointments from 8.00 am to 8.00 pm five days a week and at weekends, to meet local population needs (including Bank Holidays)

Can the additional hours be provided during main core hours or do they have to be within the times mentioned above?

No, depending on your practice, the additional capacity could be provided during normal working hours if this can be evidenced as being preferred locally – however the overall aim is that patients can get to see a GP in their demographic area from 8.00 am to 8.00 pm seven days a week.

Does my GP Practice have to be open 7 days a week between 8am to 8pm?

No. Your practice has determined what the optimum hours are for provision of their extended hours services. All practices across Telford and Wrekin have confirmed they will begin the delivery of this additional capacity based on their latest calculations but will flex this delivery over time, if required. Additionality is provided by the Telford and Wrekin hub Oakengates and Lawley and from the Shropdoc hub at weekends and Bank Holidays.

How do I book an appointment?

Arranging these pre-bookable evening, weekend or bank holiday appointment is easy to do - patients simply need to contact their practice (who they are currently registered with), during normal opening hours, and speak to the practice receptionist or a member of the practice team who will be able to help. Appointments may not be with your registered GP but will be with a GP or other qualified healthcare professional.

Will I always be able to see my GP during these extended hours?

Not necessarily. It depends on whether your GP will be on the rota during this time. Also, weekend appointments will not necessarily be provided at your practice and the GPs providing the service will be via the Shropdoc hub.

Will the weekend appointments be at my GP Practice?

Some practices are offering their additional hours over the weekend but where this is not the case, or where additional capacity is needed, the CCG has commissioned provision of the weekend (and Bank Holiday) appointments to be delivered from a central hub. Over a period of time, the demand for weekend appointments increases, the capacity provided from the weekend hub could be increased to a level which would justify having a fixed base in Telford from which these appointments will be delivered.

Are these additional appointments going to be reserved for certain types of patients?

No. In fact the national guidelines specifically state that the appointments have to be offered to all patients on an equal footing to appointments during normal working hours as well as ensuring that particular groups of patients (ie commuters, over 65s, under 6yrs, etc) are not specifically targeted

Are all the appointments going to be face to face with a GP?

No. The guidelines allow for face to face appointments as well as other types of consultations such as telephone consultations and eConsultations. The guidelines also determine that the service needs to be GP-led – meaning a GP needs to be available but the appointments do not have to be a face to face appointment with a GP and can be provided by any clinical staff who would be routinely available within general practice, including GPs, nurses, ANPs, HCAs, pharmacists and physiotherapists

How will I know when the additional appointments are being provided by my GP Practice?

The guidelines state that the Extended Hours services must be advertised by practices on their websites, in practice leaflets, signposted by reception staff and promoted using posters throughout the practice

How do I book an appointment during the extended hours period?

Appointments during the week should be booked through your own practice in the normal way. However, weekend appointments will initially have to be booked by calling a separate number (as over half of patients currently do to access extended hours services) and speaking to ShropDoc direct. By March 2019 it is expected that the technology will be available to allow your GP Practice to see the weekend appointment themselves and book them direct for you. The Telford Hub will have an initial number which we are looking to amalgamate with the OOH Service provider.

How many additional appointments are being provided across Telford & Wrekin?

The national requirement is to provide a minimum of 30 minutes per 1000 patients (weighted) of additional capacity per week. For Telford & Wrekin this equates to around 93 hours of additional capacity required. Current plans from practices indicate that around 116 hours will be delivered per week from 1st October 2018

Will my records have to be shared with other practices to be able to access these additional appointments?

Yes, where services are being delivered in addition to work being delivered by your registered practice then a Data Sharing Agreement will be put in place for your records to be

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available to that service provider – GDPR regulations mean you give informed consent for that information – but if you have any concerns please do speak to your practice.

How far ahead can I book an appointment?

The usual booking window would apply but this is typically around 2 weeks in advance.