

# Shropshire and Telford & Wrekin PPGs

## Networking Event and Workshop on Improving Access to General Practice

PPG Networking Event: March 8<sup>th</sup> 2018

# Introductions

At this evening's event we have:

- PPG representatives from practices across both Shropshire and Telford & Wrekin CCGs
- Staff from both CCGs including Nicky Wilde and Sam Tilley from Shropshire CCG and Dave Evans from Telford & Wrekin
- Graham Shepherd (Shropshire Patients Group) and Christine Choudhary (Telford Patients' First)
- Others including a GP representative and colleagues from Healthwatch

# Purpose of this event

- Provide PPGs in Shropshire and Telford & Wrekin an opportunity to network and share experiences
- Raise awareness around the specific requirements of the GPFV Extended Access scheme
- Seek feedback from PPGs on the possible delivery models for the service and further engagement with patients
- Understand what challenges/risks/concerns need addressing
- Agree next steps

# Agenda

SESSION	TIME	OUTCOME
Introduction and welcome CCG and PPG leads (tbc)	18:30	<ul style="list-style-type: none"> <li>Participants are welcomed and informed about the structure of the evening and given housekeeping details such as facilities, fire exits etc.</li> <li>Participants have an overview of proceedings of the evening ahead.</li> </ul>
Presentations	18.45	<ul style="list-style-type: none"> <li>Participants are provided with an overview of the key national and local issues around the Extended Access scheme including information on current and future general practice workforce.</li> </ul>
Questions	19.10	<ul style="list-style-type: none"> <li>Participants have opportunity to ask questions and clarify information from the presentations.</li> </ul>
Activity – discussion of the national extended access scheme	19.20	<ul style="list-style-type: none"> <li>Participants are asked, in small groups, to identify challenges, issues, concerns and opportunities on how the national Extended Access scheme might operate locally.</li> </ul>
Break	19.50	
Activity – discussion of the draft survey	20.00	<ul style="list-style-type: none"> <li>Participants are asked to comment on the draft Patient Survey to ensure that it covers the key issues in a way which will maximise responses.</li> </ul>
Next steps / feedback	20:20	<ul style="list-style-type: none"> <li>CCG leaders will provide information on next steps and how PPGs will be kept informed.</li> <li>Participants are able to express how they feel about the event.</li> <li>Event team has the opportunity to improve future events through learning.</li> </ul>
Close	20.30	

# GP Forward View – an overview

- GPFV contains the ambition to redesign General Practice. The main areas of work for CCGs are:
  - Developing arrangements to deliver Primary Care at scale
  - Ensuring patients can access GP appointments until 8pm Mon-Fri and at weekends (see following slides for more on this)
  - Developing a Workforce Plan, identifying how practices can recruit and retain more GPs and non-doctor clinicians
  - Working with practices to implement the 10 High Impact Actions
  - Installing new IT systems in practices

# GPFV Extended Access – Background

## National Context for Extended Access

- The experience of many people in work, or the young, of making an appointment has worsened in recent years
- The 2017 GP Patient Survey indicated that, patients from Shropshire CGG's practices had a generally positive experience of making an appointment (81%) whereas this was lower across Telford & Wrekin practices (66%) – this compares to the national average of 73%.
- The results for satisfaction with opening hours was 78% (Shropshire) and 73% (Telford & Wrekin) – compared to the national average of 76%.

## National Aims for Extended Access

- “ensure everyone has easier and more convenient access to GP services, including appointments at evenings and weekends”
- Connect extended access to the wider system, especially urgent care
- The target date for implementing the new arrangements is October 1<sup>st</sup> 2018 – this has been brought forward by NHS England from April 1<sup>st</sup> 2019

# Improved Access – 7 Core Requirements

## Timing of appointments

Commission provision of access to **pre-bookable** and **same day ROUTINE appointments** to general practice services – including early mornings, weekday evenings (up to 8pm) and weekends to meet local population needs. This includes Bank Holidays.

## Capacity

Commission a minimum additional **30 minutes** capacity **per 1,000 population**

## Measurement

Ensure usage of a nationally commissioned new tool to automatically measure appointment activity, both in-hours and in extended hours (GP Workload Tool)

## Advertising and ease of access

Ensure services are advertised to patients – including notification on practice websites, notices in local urgent care services and local community  
Practice receptionists able to direct patients to appropriate services and offer appointments to extended hours service on the same basis as appointments to non-extended hours services

## Digital

Use of new digital approaches to support new models of care in general practice - including eConsultations, online services and GP Workload Tool

## Inequalities

Ensure all services are offered to all cohorts of patients on an equal footing

## Effective access to wider whole system services

Effective connection to other systems and services – enabling access from and to other primary care and general practice services such as urgent care i.e. ability for 111 to book appointments in Practice systems

# The 7 Core Requirements – phasing in

Not all of the 7 core requirements will apply from October 1<sup>st</sup> – those that will **definitely** apply are:

- Delivering appointments from 8am to 8pm Monday to Friday and at weekends subject to local need
- Delivering an extra 30 minutes capacity per 1,000 population
- Ensuring that the new service is advertised to patients and that the extended hours appointments are offered on the same basis as appointments to non-extended hours services

It is very likely that the following will apply:

- Ensure all services are offered to all cohorts of patients on an equal footing

The following will not apply until April 1st 2019:

- Use of the GP workload tool
- Use of new digital approaches
- Integration with other parts of the health system – i.e. 111

# Improved Access – Mythbusting

- This is not about every practice being open seven days a week. It is expected that additional appointments will be provided on weekday evenings and weekends but actual disposition to be determined and evidenced locally
- 30 minutes per 1,000 population per week does not include existing provision i.e. NHSE Extended Hours DES
- There is no requirement to deliver 45 minutes per 1,000 population per week (this is an aspiration)
- Early morning access (i.e. before 8am) does count towards 30 minutes per 1,000 requirement (but is not a requirement)

# Improved Access – Mythbusting

- 50% target for coverage by March 2018 is a national not regional aspiration and is not a requirement. Only hard requirement is 100% coverage by October 1<sup>st</sup> 2018
- Appointments with clinical staff who would be routinely available within general practice do count towards the 30 minutes per 1,000 target i.e. nurses, ANPs, pharmacists, physiotherapists, etc. – but not Voluntary Sector or Care Navigators
- Services do need to be GP-led and a GP needs to be present on site in case they are needed – however, patients do not have to always see a GP face to face

# Options for Delivery

The following have been identified as ***possible*** options for delivery:

- Fund Practices on an individual basis to offer extended hours
- Fund Practices on a Locality basis to offer extended hours
- Procure a Provider to offer the services across each CCG separately
- Procure a Provider to offer the services across both CCGs
- Mixture of the above

# Extended Access – Current Position

- There is an existing scheme for delivering evening and weekend appointments in Shropshire, commissioned by NHS England and delivered by Shropdoc
- The scheme covers 17 of the Shropshire CCG practices and 7 of the Telford and Wrekin Practices – meaning that around half of the population of both CCGs has access to these appointments (the scheme also covers Stafford and Surrounds CCG).
- This scheme is due to finish at the end of September 2018 in line with the new scheme commencing October 2018.
- Following the receipt of some additional funding, Shropshire CCG has commissioned Shropdoc to extend the evening and weekend appointments to a wider patient group to support capacity over winter – nearly all of the practices are part of this temporary scheme (which finishes at the end of March)

# GPFV Extended Access – Interdependencies

There are a number of key interdependencies in delivering Extended Access:

- Workforce – ensuring that sufficient numbers of GPs and other clinicians are available to deliver the appointments
- GP out of hours, 111, urgent care – this is the 7<sup>th</sup> core requirement
- Access to diagnostics (pathology, x-ray etc), Pharmacy and medicines – the challenge here is to align the availability of such services to the times of the extended access appointments
- Access to patient notes – this is crucial to ensure that GPs are able to access patient records where the appointment is not at the patient's own practices

# Any Questions?



# Improving Access Table Discussions

In groups, please identify:

- Challenges
- Issues
- Concerns, and
- Opportunities

.....on how the national Extended Access scheme might operate locally

# Improving Access Table Discussions Feedback

# GPFV Extended Access – Patient Survey

In order to ensure that the new service model takes account the needs of patients, the CCGs are developing a Survey:

- The current version has been developed in conjunction with GPs and Practice Managers
- Following this evening's discussions the survey will be finalised and taken to committee for approval
- The CCGs are aiming to launch the survey as soon as possible in March
- The survey will be publicised by the CCGs and will be available on line and in practices

# Improving Access Table Discussions Patient Survey

In groups, please review the draft patient survey and identify improvements to it

# Improving Access – Patient Survey Table Discussions Feedback

# GPFV Extended Access – Next Steps

The following are the key next steps:

- Finalising the Patient Survey.
- Further engagement with Practices.
- Developing the service model and specification
- Communications plan

The CCGs will continue to engage with the PPGs to ensure that the views raised this evening, and any future views, are taken into account when developing and delivering the service.

Engagement will also take place after the new arrangements are in place to obtain feedback from the patient perspective

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## Thanks for attending and participating in the discussions