

GP Access

Improving our GP access offer in Brent

We want to hear your views



NHS Brent CCG plans and buys additional GP appointments which offer 'extended access' outside normal practice hours. They are designed to be convenient and meet patients needs.

Providing extended access GP appointments

We have heard from patients and carers that at times it is difficult to get evening, weekend or same day appointments with a GP.

We know some people need appointments outside normal working hours and for some time Brent GPs have provided services in the evening and at weekends (from sites we call 'hubs').

This service gets good patient feedback, but uptake is not as good as it should be and we need to improve this.

We are developing this service to better meet your needs. We have undertaken a review to identify ways to improve GP extended access services in Brent, and to ensure we are using our NHS resources effectively.

We want to hear your views on our proposal – to help ensure this service meets needs and patients can make the most of this local service.

Currently, two types of service provide extra access to GP appointments locally:

1. **GP Access Hubs** – currently nine GP practices in Brent act as hub sites. Each hub has its own opening times across evenings and/or weekends. Patients access the hub by appointment only (booked through their own GP practice) or when they phone 111. The service will only see Brent patients e.g. people who are registered with a GP practice in Brent.
2. **GP Access Centre** – there is one GP Access Centre located at the Wembley Centre for Health and Care. This service runs seven days per week 8am to 8pm. It is accessed by walk-in only, you cannot pre-book. It will see any patient – whether they are registered in Brent or not.

Our proposal

Our current contracts are coming to an end. This gives us the opportunity to review GP extended access in Brent to make sure it is meeting the needs of our patients.

We have some challenges we would like to address – in particular usage. The nine hubs are under-utilised which is a waste of GP time and appointments and of public money.

Our proposed model will condense these appointments across a smaller number of hub sites. This will enable more consistent opening hours and appointments at times when people need them (like after-school/early evening).

As part of this the GP Access Centre (walk in service) will become a pre-bookable service which means you will not have to wait as long to be seen and the GP will be able to provide a full service for you.

Our new model has many potential advantages, but also some potential challenges. We want to hear from you and work with you before we take a final decision on the model we will deliver. We know with your help we can improve these services for all our residents.

Summary of proposed changes:

- Moving to five GP Access Hub locations (from nine locations) with longer and more consistent opening hours
- Reshape the GP Access Centre (walk in service) so it becomes a GP Access Hub that patients can book on the day or in advance.

We want to hear your views by 22nd December 2017.

Please fill in the survey at the end of this leaflet or go online at: <http://brentccg.nhs.uk/en/review-of-brent-gp-access-services>

Our review

NHS England provides guidance on the services we should offer to patients. This includes providing patients with access to GP appointments and advice 12 hours per day, 7 days a week and ensuring GP services are working in a more joined up way so patients get well coordinated care and continuity of care.

Patients say services with slight differences offered at different venues and at different

times can be confusing for them. It can mean they have to access more than one service to get the outcome they were looking for. This results in wasted time, frustration, dissatisfaction, poor patient experience and potentially worse outcomes.

For the NHS it means duplication of services, poor use of staff time, lack of consistency in services and duplication in spend. So, ensuring we have clear, effective and well-used GP services is a key goal.

Key facts:

In the first six months of 2017/18 only

57%

of the appointments available in the GP Access Hubs were used



Brent has more GP Access Hub locations than any other borough in London

From March – July 2017 **80%** of people who used the GP Access Centre (walk in service) were registered patients in Brent. A further **15%** were registered with a GP outside Brent and only **5%** were not registered with any GP

Most of the patients who use the GP Access Centre (walk in service) **are children under the age of five accompanied by a parent/carer, or working age people aged between 26–34.**

In the first three months of 2017/18 over

75%

of people using the GP Access Centre (walk in service) at Wembley Centre for Health & Care were registered with a GP practice in the same building

Changing the way we provide extended GP access

We believe that our proposal will improve access to GP appointments and help us to ensure that NHS resources are used in a way that provides patients with better services, experiences and outcomes.

What are the likely benefits of the new model?

- The five Hub locations will be at sites spread across the borough and easily accessible
- The locations will be open at consistent times making it easier for patients to be aware of the services
- There will be same day bookable appointment availability in line with the pattern of demand from Brent patients
- Patient choice will be improved as patients will be able to access an appointment at any of the 5 Hub locations
- People will not need to wait for long periods of time to be seen, as they will be given an appointment time
- More people registered with a GP practice.

What are the potential challenges?

- Walk in services will only be provided at the Urgent Care Centres at Central Middlesex Hospital and Northwick Park Hospital
- People who are not registered with a GP in Brent will need to be supported to register to access services.

Subject to engagement and a final decision by NHS Brent CCG Governing Body, the proposed changes will take effect from 1 July 2018.

Moving to five GP Access Hub sites

We plan to move from nine GP Access Hub sites to five GP Access Hub sites that have longer and more consistent hours. We think that this will make it easier for patients to be aware of the services and how to access them. This will also allow us to ensure that there are enough appointments available when people need them.

Three Hub sites are already determined in our Estates Strategy, these are: Central Middlesex Hospital, Wembley Centre for Health and Care and Willesden Centre for Health and Care.

The other two sites will be selected based on key criteria like ease of access, parking, quality of the premises and population growth. Your views will help inform this decision.



What do you think?

- Are you willing to travel to a Brent GP Access Hub if it means you will get a same-day GP appointment?
- Would you like to access all of the GP Access Hubs in Brent?
- Will fewer locations with longer opening hours make it easier for people to remember the GP Access Hub services that are available across Brent?

Moving to an appointment only service at Wembley Centre for Health and Care

The GP Access Centre in Wembley currently provides fast access to basic GP services as patients are able to walk in to the service and be seen. However:

- This can sometimes mean long waits
- The GPs working in this service are not able to view your medical record meaning they can only make decisions based on limited information
- Your regular GP does not get notified when you have visited the service.

Turning the service into a GP Access Hub means you will get an appointment time, the GP will be able to view your medical record and make better decisions about your care, and they will be able to tell your GP you visited them and update your record.

How will the changes work:

Subject to engagement and decision the changes to the services will take place until 1st July 2018. From January to June 2018 we will communicate with patients (and practices) to raise awareness of the service changes.

On 1st July Brent registered patients will still be able to walk in to the service at Wembley, but they will be given an allocated appointment and details about how they can call ahead next time to arrange an appointment.

What do you think?

- Having considered our proposal, will a move from a walk in service to a book-able service improve care and patient experience?
- Do you prefer to call ahead and make a same day GP appointment as opposed to walking in?
- Would you like your clinical records updated when you see any GP in Brent?

What if we don't make the planned changes now?

If we don't make these changes now, we will not be able to realise the proposed benefits and it will be harder to implement our planned improvements to GP extended access services over the next few years.

This could mean:

- We continue to use NHS resources on appointments that are not used up
- We lose the opportunity to better match capacity with demand
- It will not be as easy to increase awareness of the GP Access Hubs including where they are and when they are open
- Brent residents will only be able to go to a GP Access Hub in their own area
- It is likely the GP Access Centre service at Wembley will continue to be used predominantly by patients who are registered with a GP in the same building.

What are the next steps?

We have thought about how this would work and what impact there might be on different patient groups.

To ensure this plan does not have any unintended consequences we will ensure:

- Any Brent resident not registered yet with a local GP can still access services when they need them
- We will provide information and guidance on how to register with a GP practice local to them
- Communication about these services and how to access them will be available to patients and practices, so patients are given the best opportunity to access hub appointments.

We want to hear your views

We are especially keen to hear local people’s views on:

- The potential benefits of the proposed model and your ideas for how we maximise these
- The potential drawbacks or unintended negative consequences of the proposed model and how we might ensure these risks don’t materialise
- What we need to take into consideration to determine where the five hub sites should be located
- The best channels for communication with Brent patients and residents so they understand our plans for these local services.

For more information about the review, you can:

- Attend a local event
- Go online: <http://brentccg.nhs.uk/en/review-of-brent-gp-access-services>

There are a number of ways for you to share your views:

Emailing us: brecg.gpaccessengagement@nhs.net

Writing to us at: **FREEPOST – HEALTHIER NORTH WEST LONDON**

Filling in our short survey:

<http://brentccg.nhs.uk/en/review-of-brent-gp-access-services>

Survey

1. Please select one box to reflect your view on each of the statements below:

Statement	Strongly disagree	Disagree	Don't know	Agree	Strongly agree
I was already aware of the Brent GP Access Hub service					
I am willing to travel to a Brent hub if it means I get a same-day GP appointment					
I would like to be able to access all of the GP Access Hubs in Brent					
I prefer to call ahead and make a same day GP appointment as opposed to walking in					
I would like my clinical records updated when I see any GP in Brent					

2. Will fewer locations with longer opening hours make it easier for people to remember the GP Access Hub services that are available across Brent?

- Yes No Maybe Don't know

Why do you think that?

3. Having considered our proposal, will a move from a walk in service to a bookable service improve care and patient experience?

- Yes No Maybe Don't know

Why do you think that?

Please cut along the dotted line



4. Please share your views on the potential benefits of the proposed model:

5. Is there anything you don't like about the proposed model?

Communicating with Brent patients and residents

6. This service needs to be well communicated. Please tell us how we can best do this. Please tick all that apply.

- Through GP practices (eg leaflets, posters, websites, text messages etc)
- CCG website
- Other websites e.g. council, healthwatch (please say which)
- Social media (eg Twitter, facebook)
- Local press and magazines
- Brent community newsletters and bulletins (please say which)

Other (please specify)

7. Please add any other comments or questions for us to consider

8. Is there anything else you would like to tell us about these proposals?

We have also been examining other areas for improving GP services, and will be asking what you think of these in the future.

To help us make sure we have reached people from across the local NHS area, please complete the following section about yourself. We won't share the information and we won't use it for any other purpose. Your contact details will only be used to keep you informed.

9. What's your home postcode?

10. Do you have a GP in Brent? Yes No

11. What is your relationship with your local NHS?

- I am a local resident I am a clinician, commissioner or
- I'm a representative of an organisation other healthcare professional Other

12. What is your age group?

- Under 24 25–34 35–44 45–54 55–69 70–85 85+

What is your gender?

- Male Female Transgender Prefer not to say Other

Which of the following options best describes how you think of yourself?

- Heterosexual/straight Bisexual Prefer not to say
- Gay/Lesbian Other

13. What is your ethnicity?

- | | |
|---|---|
| <input type="checkbox"/> Asian/Asian British (Bangladeshi) | <input type="checkbox"/> White (Irish) |
| <input type="checkbox"/> Asian/Asian British (Chinese) | <input type="checkbox"/> White (Polish) |
| <input type="checkbox"/> Asian/Asian British (Indian) | <input type="checkbox"/> White (gypsy or Irish traveller) |
| <input type="checkbox"/> Asian/Asian British (Sri Lankan/Tamil) | <input type="checkbox"/> White (other) |
| <input type="checkbox"/> Asian/Asian British (Pakistan) | <input type="checkbox"/> Mixed/multiple (white and black Caribbean) |
| <input type="checkbox"/> Asian/Asian British (Other) | <input type="checkbox"/> Mixed/multiple (white and black African) |
| <input type="checkbox"/> Black/Black British (African) | <input type="checkbox"/> Mixed/multiple (white and Asian) |
| <input type="checkbox"/> Black/Black British (Caribbean) | <input type="checkbox"/> Mixed/multiple (other) |
| <input type="checkbox"/> Black/Black British (Somali) | <input type="checkbox"/> Other |
| <input type="checkbox"/> Black/Black British (Other) | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> White (British) | |

14. What is your religion or belief?

- | | | | |
|--|---------------------------------|--------------------------------------|------------------------------------|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Jewish | <input type="checkbox"/> No religion | <input type="checkbox"/> Christian |
| <input type="checkbox"/> Muslim | <input type="checkbox"/> Other | <input type="checkbox"/> Hindu | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Prefer not to say | | | |

Please cut along the dotted line

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Share your views

Return this survey to:

**FREEPOST
HEALTHIER NORTH WEST LONDON**

You will **not** need a stamp

Visit us at: <http://brentccg.nhs.uk>

For more details or to complete this survey online at:

<http://brentccg.nhs.uk/en/review-of-brent-gp-access-services>

Email us at: breccg.gpaccessengagement@nhs.net

If you would like to be notified of the outcome of these proposals or kept up to date about future Developments in local health services please provide your name and email or postal address below.

Name: _____

Email: _____

Postal address: _____

_____ Postcode: _____

