

## Access Update

### Introduction

The focus of work on access has been on commissioning extended hours provision and procuring a GP Led Health Centre, so as to meet the requirements set out within the Department of Health's Equitable Access Scheme. Capacity issues within the primary care commissioning team have meant that this has been the focus of the work on access during 2008/2009.

### Extended Hours

The enhanced service was available to practices during September 2008. The Local Enhanced Service was developed following the guidance made available through the Equitable Access Scheme and through local negotiation and consultation with the Local Medical Committee.

The specification is included in Appendix One. There is a detailed reporting requirement for practices so that NHS Brent can assure itself that the specification is being met. The reporting requirement includes the number of appointment slots provided, number of patients seen, number of unused appointments and the number of DNA's (i.e. number of patients who failed to keep appointment).

Extended Hours is currently being provided by the majority of practices within the Borough. Table One illustrates the number of practices undertaking extended hours and how this grew between September 2008 and May 2009.

Table One – 2008/2009 Practices delivering Extended Hours

<b>Date</b>	<b>Number of Practices providing extended hours</b>	<b>Number of practices providing extended hours as a percentage</b>
September 08	19	27
October 08	35	50
November 08	47	67
December 08	50	71
January 09	52	74
February 09	53	75
March 09	55	77

The PCT was set a target of achieving 50% of practices delivering extended hours during 2008/2009. As table one illustrates the PCT achieved this target in October. At the current time 57 practices are providing extended hours.

Table two provides a comparison with other London PCT's as to achievement of practices providing extended hours.

Table two:

<b>PCT</b>	<b>Percentage of Practices undertaking extended hours in Nov 08</b>	<b>Percentage of Practices undertaking extended hours in April 09</b>
Brent	67	81
Ealing	70	80
Hammersmith & Fulham	70	73
Harrow	76	81
Hillingdon	51	77
Hounslow	54	62
Kensington & Chelsea	55	62
Westminster	53	63

The monitoring information has enabled us to understand the impact of the extended hour's enhanced service in relation to the number of additional appointments that have been provided. Each appointment is ten minutes long. Table 3 shows the number of practices offering the enhanced service within each locality and the number of additional slots that this has generated.

**Table 3:**

<b>Locality</b>	<b>Number of practices participating in LES</b>	<b>Number of practices within the locality</b>	<b>Number of appointments available</b>
Kingsbury	14	16	139
Wembley	14	18	131
Willesden	8	11	98
Kilburn	13	15	171
Harlesden	8	10	91

The total number of extended hours appointments available to patients totalled 630 per week in March.

The PCT will be working in collaboration with the practices in developing a patient satisfaction methodology and questionnaire for year end 2009-10.

#### **GP Led Health Centre:**

NHS Brent went out to tender in early October for a GP Led Health Centre to be delivered from Wembley Centre for Health & Care. The specification provided to bidders met the requirements for the Equitable Access Scheme and required them to return bids that would meet the following requirements:

- Open 365 days a year
- 8am until 8pm, Monday to Sunday
- Walk in and bookable appointments available to patients registered with the Service and patients not registered with the service.

The procurement process ran until the end of March when NHS Brent became the first PCT in London to award a GP Led Health Centre contract. The contract was awarded to Harness Care Co-Operative a local GP co-operative. The service is due to open on the 1<sup>st</sup> July.

The service will offer Brent residents increased access to GP services and a choice of primary care provider.

**Work on Access during 2009 / 2010:**

NHS Brent has recently received the results of the National Patient Survey 2008/2009. This information is embargoed until July 2009 but we would be able to share it with the Committee at that point and look at how NHS Brent compares to 2007/2008 scores.

A business case is being developed with the aim of releasing funds for improving access. The aim of the work is to improve access for the practices with the lowest achievement currently. This will include:

- Improving patient experience and satisfaction levels with primary care access,
- Ensuring all practices are able to provide good access to their patients, including 24 hour access to a PCP and 48 hour access to a GP,
- Making better use of existing capacity, gaining additional appointments, and identifying where there are capacity gaps.

The intention would be to tender for providers to come in and do this intensive piece of work with practices and for demonstrable improvements to be evident by the end of 2009/2010.

