

	<p align="center">Brent Health and Wellbeing Board 22 January 2024</p>
	<p align="center">Report from the Brent Integrated Care Partnership</p>
	<p align="center">Cabinet Member for Public Health and Adult Social Care – Councillor Neil Nerva</p>
<p>Access to Primary Care Services</p>	

Wards Affected:	All
Key or Non-Key Decision:	To note progress
Open or Part/Fully Exempt: <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small>	Open
List of Appendices:	<p>Appendix 1 - Attached Slide Pack titled Access to Primary Care Services, January 2024</p> <p>Appendix 2 - 'No One Left Behind' GP Access in Brent, Brent Community and Wellbeing Scrutiny Committee, March 2021 [link]</p> <p>Appendix 3 - NHS Brent report on GP Access Task Group – 1 Year Update, Brent Community and Wellbeing Scrutiny Committee, 18 April 2023 [link]</p>
Background Papers:	None
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1.0 Executive Summary

- 1.1 In March 2021, a task group was set up by members of Brent Council's Community and Wellbeing Scrutiny Committee to contribute to a shared vision on GP access in Brent.
- 1.2 A report was published 'No One Left Behind' GP Access in Brent with recommendations put forward for key partners including: Brent Council's Cabinet, Brent Integrated Care Partnership (ICP), North West London

Integrated Care Board (then Clinical Commissioning Group), North West London Integrated Care System (NWL ICS) and local Primary Care Networks (PCNs).

1.2.1 It is recognised that good access to GP led services in Brent is central to ensuring that all residents receive the right healthcare, in the right setting, at the right time. The publication of this report on GP Access in Brent highlighted the inequality in access to GP led services. While GP practices remained open during the pandemic of 2020-2021, the model of consultation was adapted to protect both patients and clinicians, a move to telephone consultation, on-line consultations and remote consultations was adapted.

1.2.2 The recovery phase, post the pandemic years focused on 'recovery', where practices attempted to catch up on services which may not have been fully accessed during the pandemic e.g. cancer screening. The adaption to consultation forms (on-line, telephone, remote) has been recognised as introducing increased accessibility to certain patient groups, especially the more digitally savvy population group. The digital innovations introduced during the pandemic era also introduced inequity in access for the more traditional population group.

1.3 In April 2023, North West London ICB, Brent Borough Team provided a progress report on improving access to primary care services for patients registered with Brent GP surgeries, based on the recommendations listed in the report above.

1.4 This report provides a further update on the progress of the primary care access priorities, the challenges and the planned proposals for further improving access to primary care services in Brent.

2.0 Recommendation(s)

2.1 To note the steps taken to date to improve access to primary care services for patients registered with Brent GPs. The report also sets out the planned proposals for improving access to GP led services in Brent in the coming financial year.

3.0 Detail

Contribution to Borough Plan Priorities & Strategic Context

This report relates to the Borough Plan Priority – A Healthier Brent and the Brent Joint Health and Wellbeing Strategy.

Background

- 3.1 Access to primary care (GP led appointments / Community Pharmacy) is crucial for several reasons, and its importance lies in the central role that GPs play in the healthcare system. Here are key reasons why GP access is important:
- 3.1.1 **Primary Point of Contact:** GP surgeries serve as the primary point of contact for individuals seeking healthcare services. They are often the first healthcare professionals individuals turn to when they have health concerns or require medical advice.
 - 3.1.2 **Comprehensive Care:** they provide comprehensive and holistic care, addressing a wide range of health issues, from preventive care and health promotion to the management of acute and chronic conditions. They act as coordinators of care, considering the overall well-being of their patients.
 - 3.1.3 **Early Diagnosis and Intervention:** Timely access facilitates early diagnosis and intervention for health conditions. Early detection allows for prompt treatment, which can improve outcomes, reduce complications, and enhance overall health.
 - 3.1.4 **Continuity of Care:** This continuity is valuable in managing chronic conditions, understanding patients' medical histories, and providing personalised care.
 - 3.1.5 **Preventive Services:** Play a key role in preventive healthcare, offering vaccinations, screenings, and health advice to help prevent the onset of diseases. Regular check-ups with a GP contribute to maintaining overall health and catching potential issues early.
 - 3.1.6 **Facilitators to Specialised Care:** They act as facilitators to further specialist care. They assess patients' needs and refer them to secondary care or other healthcare professionals when necessary. This ensures appropriate and timely access to appropriate care.
 - 3.1.7 **Management of Chronic Conditions:** Essential in managing chronic conditions, such as diabetes, hypertension, and respiratory diseases. They monitor patients over time, adjust treatment plans, and coordinate care with other healthcare providers to optimise outcomes.
 - 3.1.8 **Health Education and Counselling:** Provide health education and counselling to patients, empowering them to make informed decisions about their health. They offer guidance on lifestyle changes, medication adherence, and disease prevention.
 - 3.1.9 **Addressing Mental Health:** They play a crucial role in identifying and addressing mental health concerns. They can provide initial assessments, counselling, and, when needed, refer patients to mental health specialists.

3.1.10 **Community Health and Well-Being:** Accessible GP led services contribute to the overall health and well-being of communities. They play a role in public health initiatives, health education campaigns, and disease prevention efforts that benefit the community at large.

3.2 In summary, GP access is important because it ensures timely, comprehensive, and patient-centered care, addressing a wide range of health needs and contributing to the overall health and well-being of individuals and communities.

3.3 GP led appointments are the highest they have ever been, yet demand for appointments continues to outstrip supply with increasing challenges in recruitment and retention in general practice. The attached slide pack outlines the services available to Brent patients to meet their needs at the right time in the right setting.

4.0 Stakeholder and Ward Member Consultation and Engagement

4.1 Consultation and engagement activity is detailed in the wider body of the report and appendices.

5.0 Financial Considerations

5.1 No direct financial implications to the Integrated Care Partnership. Investment is provided from NWL Integrated Care Board / NHS England in the form of levelling up funding e.g. Same Day Access Pilot, Enhanced Services

6.0 Legal Considerations

6.1 Contracting at Primary Care Network level

7.0 Equality, Diversity & Inclusion (EDI) Considerations

7.1 Extensive work undertaken to address health inequalities across the borough, through collaborative working with PCNs, Brent Health Matters Team, Public Health etc.

7.2. Outreach community events focused in areas with greater patient needs, in particular in the South of the borough.

8.0 Climate Change and Environmental Considerations

8.1 None

9.0 Human Resources/Property Considerations (if appropriate)

9.1 Estates to facilitate the increase in workforce, increase in enhanced services provided by practices / PCNs and the demand in. primary care appointments There is a separate Estates strategy as part of the Integrated Neighbourhood Teams to deliver services at-scale working alongside partner organisations.

10.0 Communication Considerations

- 10.1 Patient communications to continue to raise awareness of the services available in primary care.
- 10.2 National campaign on Modern General Practices and national communications regarding community pharmacy services.
- 10.3. A NWL and Brent Borough communications plan, working alongside Patient Groups, Community Groups etc
- 10.4. Local communications, through Brent magazines, patient leaflets, pharmacy bags, social media and also translated in different languages.

Report sign off:

Jonathan Turner, Borough Lead Director - Brent