

**Request for Report to the North West London Joint Health Overview  
Scrutiny Committee**

**14 March 2024**

<b>Report Title:</b>	North West London primary care and same day access (SDA) to GP primary care
<b>Report Author:</b>	Javina Seghal – Director of Primary Care
<b>Committee Date:</b>	<b>14 March 2024</b>
<b>Report Deadline:</b>	<b>04 March 2024</b>
<b>Purpose</b>	
<p>To receive a report on the current state of Primary Care Access across North West London following recent changes to GP Contracts.</p> <p>Highlighting details of same day access to GP primary care</p> <ul style="list-style-type: none"><li>• The scope and rationale for identifying the SDA initiative as an effective method for access to GP Primary Care</li><li>• A comprehensive timeline providing information from the initial decision taken to go ahead with this initiative to the recent announcement to roll out across NW London in April</li><li>• Details on the consultation and engagement that has taken place with GPs, medical professionals, patients and residents across NW London, local government, NHS clinical senate, Mayor of London, and other partners</li><li>• Details of all the pilots taken place, including locations, durations, and evaluations</li><li>• Information on the consultants or agencies used by the NHS and ICS to advise them on this initiative and what actual recommendations were made</li><li>• Financial, estate, staff, equality, and other implications on delivering the initiative</li><li>• The risks that have been identified through consultation and advice sought and what mitigations are in place to address these.</li></ul>	
<b>Background:</b>	
<b>Current state of Primary Care Access across North West London following recent changes to GP Contracts.</b>	
<p>Each year the ICB receive a summary of the changes to the GP contract, the attached letter sets out these for 23/24. The summary changes for 24/25 have not yet been issued.</p> <p>The Investment and Impact Fund (IIF) and quality outcomes framework (QOF)- incentives are being consulted on and there are currently no changes to what was proposed since last year. More details on IIF and QOF can be found here: <a href="#">Report template - NHSI website (england.nhs.uk) IIF 23-24</a> <a href="#">NHS England » Quality and outcomes framework guidance for 2023/24</a></p>	
<p>Our current main focus in primary care is improving access and this paper focuses on our same day access work.</p>	
<b>Detail - What is same day access?</b>	
<p>NHS North West London is introducing an ambitious but achievable plan to improve same day access to primary care for patients.</p>	

This approach was co-developed by 10 primary care networks (PCNs-6 individual PCNs and 1 whole borough) between August and December 2023. The approach is aligned to the recommendations set out in the national 'Fuller Stocktake' review of primary care.

The new approach sees the introduction of 'same day access hubs' across North West London. Patients contacting their GP surgery either online or by telephone may be directed to the same day access hub for triage to the right service for their needs. This is an approach that will evolve over time but ultimately, patients may have telephone, online, video or face to face contact with staff at the hub, who will direct them to the right place.

This could be a community pharmacy, a routine appointment with their GP or an urgent appointment with their GP. Where appointments are not available with their own GP or the patient will get easier access, they may be directed to a neighbouring practice.

Hubs can be either physical or virtual and will usually be managed through the local PCNs, with each hub including a senior GP. All clinical decisions will have a senior clinical decision making and GP lead, with support from a multi-disciplinary team.

### **How the hubs work**

Same day access hubs bring GP practices together in networks, making it easier to arrange appointments the same day and to support patients in finding the care that is best suited to their needs. Patients who need a GP appointment that day are more likely to get one and GPs will be able to focus on providing proactive care to patients who need it. Where appropriate, patients may be referred to other services best suited to their needs, such as community pharmacists, physiotherapists or nurses. GPs will continue to see patients who need to see them and will be able to offer proactive continuity of care to people with long term conditions and others who need it.

This approach ensures patients needing primary care services that day are more likely to be looked after in the quickest way. The plan is for this to apply to same day cases only.

Primary care access is the issue most consistently raised by North West London residents we speak to about health services. We have launched a public information campaign called *We Are General Practice* in order to explain how primary care is changing, the challenges it faces and some of the new roles and proposed solutions to improve access and care for patients.

Same day access hubs form part of our 'single offer' to general practice, which aims to introduce a consistent approach to enhanced care across North West London. If practices are not part of same day access hubs, their patients may not be able to access other parts of the single offer, such as specialist diabetes and mental health care. Same day access hubs are not mandated, but we are recommending them to practices and they are part of our single offer as this will help them deliver better access for all the PCNs patients.

### **Clinical decision making**

All clinical referrals and clinical decisions will be made by clinicians and patients will still be able to see their GP.

Staff in supporting roles like care navigators and co-ordinators will signpost patients to the right care for them. They will work in an identical way to how they work in practices now, but with greater clinical oversight as the same day access hubs will all include senior GPs and multi-disciplinary teams and with a better understanding of the types of services that might support their population's needs.

Clinical safety remains our top priority. Clinical consultations will still occur with qualified health professionals and these will be appropriately supervised by senior clinicians.

Decisions made by the same day access hubs will happen with the oversight of the senior clinical decision maker.

By streamlining the way patients achieve access we aim to enable more patients to seek advice and treatment, improving the care patients receive.

### **Experience of early adopters**

The primary care networks who were early ('wave 1') adopters reported that they have been able to provide their most complex patients with increased access and time with their GPs as the simpler requests have been managed by signposting to other parts of the system. Patient experience reports have been positive.

KPMG provided programme management support and shared good practice from elsewhere, supporting PCNs and NHS North West London as they developed their approach, which is closely aligned to the recommendations of the national 'Fuller Stocktake' of primary care, led by Dr Claire Fuller.

The primary care networks are:

- Northolt PCN – Ealing - went live 13 November 2023
- Harness North and South PCNs – Brent – went live 11 December 2023
- Harrow East PCN – Harrow – went live 18 December 2023
- Healthsense PCN – Harrow – went live 30 October 2023
- North Connect PCN – Hillingdon – went live January 2024
- Westminster borough (Central London boroughs 4 PCNs)

### **Engagement**

As part of the on-going programme both with wave 1 and wider PCNS we are working with the community and stakeholders and taking learning forward. We are only just starting work with the remaining PCNs so it is very early days and our engagement will be on-going.

Our primary care work is informed by insights from our ongoing community engagement programme. The 'We are General Practice' Communications campaign in 2023 was designed to support residents to understand how they can access general practice services.

A briefing on same day access has been shared with residents and stakeholders and is available on the ICB website.

[Improving same day access to primary care :: North West London ICS \(nwlondonicb.nhs.uk\)](https://www.nwlondonicb.nhs.uk)

Primary care networks are asked to work with patients and carers as they implement same-day access from April 2024, and we will continue to support them with insights from general and targeted engagement with residents. The ICB is setting up a residents' forum in March when this topic will be on the agenda. It is also planning targeted community engagement with visually impaired people, people with learning disabilities and with traveller communities to ensure understanding of particular issues for these groups in relation to same-day access plans.

### **What will happen on 1 April**

There is a misapprehension that everything will change on 1 April, whereas our intention is to introduce new ways of working gradually, managed at local level by PCNs. The aim is that practices and PCNs are given time to co-design and collaborate with colleagues and patients to help this way of working improve primary care access. We know that this will take

time and will be a gradual process as each PCN profile is different. There will be no expected radical change but an adopting of new ways of working over time.

### **Practice workforce**

We are flexible about how the plan is delivered. Care coordinators will be trained to signpost patients to the right care; this could be from their own practice in a virtual hub if that is the preferred local approach, or from a physical hub at an agreed location. The means of delivery is a matter for PCNs to decide locally and in a way that works best for local people.

Practices are already working collaboratively at scale to deliver out of hours care or that patients are already being signposted to other members in the primary care systems

### **Timeline**

- Fuller Stocktake review May 2022

Throughout 2023:

- NHS delivery plan - recovering access to primary care  
Good practice in primary care – collated national and local examples of good practice
- Current state analysis – extensive stakeholder engagement, identifying key challenges, opportunities and enablers across the system
- We are general practice public campaign launch
- System-wide access workshop
- Wave 1 programme – co-design/trial across 10 PCNs – lessons learned informing future implementation planning.

**Member Request:**

**Cllr Ketan Sheth, Committee Chair, January 2024**