

NW London Access Engagement

Aims for the Access Programme

NW London ICB launched an Access programme in 2023 to improve access into Primary Care.

The overarching intentions for the programme are to:

- improve access for patients (the demand for access is ever-increasing and the single most pressing and talked about issue at all ICB events)
- help reduce the pressure on general practice by supporting General Practice to reconfigure their services to better manage demand and to create more time and space to support patients needing continuity

Background – original plan

The programme was based on three stages and used external consultancy support:

- Research and analysis:
 - review local, national and international good practice
 - Analysis of current demand and capacity within the NW London system
- Early adoption:
 - Work with a cohort of early adopters to support them redesigning low complexity, same day access at scale, building upon the principles of the Fuller stocktake
- Roll out:
 - Use the learning from stages 1 and 2 to produce a single enhanced access service specification and commission a consistent model across NWL from April 2024
 - Support PCNs with preparation and designing plans in readiness to deliver against a service specification

Background – agreements made



- As you know, our plans to roll out same day access were not well received and we encountered significant media interest, anxiety and upset

- It was agreed that the revised implementation plan would:

1. Remove Access from the ES Single offer contract with PCNs for 2024/25
2. Work collaboratively with the LMC and stakeholders to develop a specification for inclusion in the ES Single Offer for 2025/26
3. Change the approach for 2024-2025 to allow for greater focus on quality improvement and supporting PCNs to co-produce their access models with their member practices and patients

The aims for Access in 2024/25 are to...

Implement an approach:

1. that begins with getting a true and shared understanding of access within each PCN
2. lays the foundations for –
 - improving access across the domains of high quality care - safety, effectiveness, patient centredness, timeliness, efficiency and equity
 - embedding a focus on continuous quality improvement, change management and value for money
 - agreeing access plans for 2025/26

Getting a shared understanding of access

CONTRACT

We have set up a contract with the PCNs (providing 50p per weighted patient) to:

- Send out patient survey on access to all patients of 14 years+ (core survey, with up to 2 additional local questions included)
- Send out a survey to all staff members of the PCN and member practices (survey to be provided later)
- Host and facilitate a minimum of 2 local events to discuss the survey results and other local issues on the subject of improving access into general practice
- Manage the engagement process to ensure richness of feedback/ wide and representative demographic base
- Comprehensive completion of the post-event template (provided later)

Reach of the engagement exercise

SURVEY

- The patient survey is the start of a wider process
- It will be sent to all patients aged 14 years +, where contact details are provided
- PCNs will need to ensure distribution via a range of methods (text, website, NHS App and in person (via paper copy) and display posters
- A response rate of 5% of each PCN's eligible population is anticipated
- 111 will also direct willing patients to the survey
- UTCs will display posters with QR codes and provide paper copies
- A staff survey will also be conducted to gain value insights from an alternative perspective

EVENTS

- In recognition that a large percentage of the population will not engage via a survey, the PCNs are each asked to also host at least 2 events (virtual and f2f)
- They should invite their patients, PPGs and promote the sessions with local community groups
- They should aim to jointly plan events with the support of patients and community groups

OUTREACH

- The ICB Involvement team will seek the experiences of the 20-60 community groups we engage with monthly
- The team will share the feed back received so it can be built into the final report

Timeline of events/discussions relating to engagement

ICB Board Meeting	16/07
Access meeting with LMC	22/07
Letters to LMC to thank for support on survey	22/08 and 03/09
Webinar to reintroduce Access	07/08
Task & Finish Group meeting re: patient survey, with follow up by email	01/08
Webinar on Engagement	21/08
Task & Finish Group re: staff survey	05/09
Follow up Task and Finish Group re: staff survey	11/09
Approval to progress engagement	13/09
Residents and Campaigners meeting	18/09
NWL PPG Forum	25/09
Contract launch and survey link mailout to PCNs	09/10
Survey launch	14/10
Reminder to boroughs	15/10

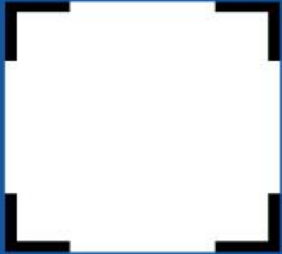
Anticipated Engagement Timelines

Milestone	Anticipated Timeline	Status
Contract and survey dissemination	w/c 07/10/24	Contract, survey links, survey pdfs sent on 09/10/24 The survey has gone live
Survey live period	14/10/24 - 27/10/24	
Survey analysis	28/10/24 to 11/11/24	
Focus groups held	12/11/24 - 29/11/24	
Reporting of focus group findings	By 06/12/24	
Staff survey	Between 28/10/24 – 29/11/24	
Final detailed report compiled	09/12/24 – 17/01/25	



**Tell us
what you think**

Scan QR code:



Paper surveys are available from reception.

If you live in:

Brent
Ealing
Hammersmith & Fulham
Harrow
Hillingdon
Hounslow
Kensington & Chelsea
Westminster

We want to know about your experiences accessing GP services




North West London



Tell us what you think

We want to hear about your experiences

 accessing our GP services



**Tell us what
you think**

Share your views
on our services

Take **4 minutes**
to complete our
survey



We have developed posters and web banners for PCNs to use and we will also display them in the UTCs

Bang The Table

- Bang the Table's mission is "to improve the quality of public debate and level of community involvement in public life"
- Bang the Table's online platforms provide a range of methods to engage online including surveys
- The ICB will be using it to provide and collate the survey responses and generate the reports
- The software includes AI functionality to interpret the free text responses



Next Steps

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PCNs:

- Run the patient survey for the agreed period, maximising uptake
- Set the dates for the patient events, advertise them and let the ICB know them
- Liaise with and invite local PPG and community groups to attend
- Plan the events and submit a template re: findings

ICB:

- Finalise, upload and distribute the staff survey questions
- ICB to host discussions on access as part of its usual outreach programme
- Advertise the PCN events
- Analyse the survey responses and provide an initial report to each PCN
- Analyse the findings from the events and compile an over-arching report on Access
- Share findings with JHSOC and others in January 2025

Appendix – patient survey questions

Patient Survey Questions (1/5)

- Please select the name of your surgery from the drop-down menu below.

Contacting my practice

- I am satisfied with how easy it is to contact my surgery during opening hours (08:00-18:30, Mon-Fri).

(Strongly agree – Agree – Neither agree nor disagree – Disagree – Strongly disagree)

- Please provide further details about your experience contacting the surgery.

(free text)

Booking an appointment:

- I can book a same day / next day appointment for urgent matters/care.

(Strongly agree – Agree – Neither agree or disagree – Disagree – Strongly disagree)

- I can book an appointment in advance; 1-2 weeks for non-urgent matters/care.

(Strongly Agree – Agree – Neither agree or disagree – Disagree – Strongly disagree)

- Please provide further details about your responses *(free text)*.

Patient Survey Questions (2/5)

My on-going care needs:

- It is important to me to see the same GP or surgery staff member, and I am willing to wait for an appointment with them. ... *(tick all that apply)*
 - On every occasion
 - When I need an appointment for ongoing, long term medical problems
 - When I have a new medical problem
 - It depends on the medical condition I have
 - I do not mind which professional I see, as long as they have access to my medical records, and I am seen at a time convenient to me
 - Other reason. Please explain *(free text)*

Working together:

- Some GP surgeries collaborate with their neighbouring GP surgeries to offer a broader range of services and appointments at different locations, or remotely (e.g. by phone). How do you feel about this?
 - If I benefit from more appointments and services, this will be a positive move
 - I think this is generally positive but I have some concerns
 - I think this is a bad idea.
 - Please tell us why you chose that option *(free text)*

Patient Survey Questions (3/5)

- You have used the online consultation service (e.g., PATCHS, eConsult, or other) offered by your practice, how satisfied were you with it? (If you have not used the online service then go Q11)
(*Very satisfied, Satisfied, Neutral, Dissatisfied, Very dissatisfied*)
- Please provide further details (*free text*). Then go to question 12
- If you have not used the online consultation service, can you tell us why? (tick all that apply)
 - I was not aware my GP surgery was offering it
 - I do not know how to use it but would if training was provided
 - I don't have access to digital technology
 - I don't want to use an online tool and would prefer to speak to someone instead
 - Other reason. Please explain (*free text*)

Patient Survey Questions (4/5)

- I use the NHS app to... (tick as many options as needed) *If you have never used the NHS app go to question 13*
 - Order repeat prescriptions
 - See test results
 - Make appointments, if available
 - Contact my GP surgery online for medical advice
 - See hospital appointments and correspondence
 - View my medical record
 - Other. Please explain (free text)

- If you have not used the NHS App, can you tell us why?
 - I don't know about it.
 - I don't know how to use it
 - I have tried but found it difficult to install or register
 - I don't have access to digital technology
 - I don't want to use any online methods and would prefer to speak to someone instead whenever possible
 - Other. Please explain (free text)

Patient Survey Questions (5/5)

Contacting your surgery:

- I have contacted my surgery in the last year because I have needed to... (please tick all options that apply)
- Get test results
 - Ask the surgery to write me a letter or fill out a form (e.g. for work, education, benefits)
 - Check details about a hospital appointment or operation date
 - Request an on-the-day appointment
 - Make a routine appointment within 1-2 weeks
 - Make an appointment for screening and health promotion
 - Change my appointment time
 - Make an appointment for a blood test or other investigation
 - Request repeat medication
 - The hospital asked me to contact the GP for a prescription or another matter (e.g. request a blood test or investigation).
 - Other. Please explain (*free text*)

Improvement

- What changes, if any, would you like to recommend to improve your experience when contacting your GP Surgery?
(free text)