

Appendix A: CCG Responses to Recommendations 6 December 2017

Recommendation:

Provide a transitional period of 12 months following the introduction of the new system, during which Brent residents who are unregistered patients have continued access to GP Hub services.

Response:

The CCG acknowledges that 5% of patients seen within the GP Access Centre are unregistered. To ensure continuity of care and better outcomes for patients, we will ensure that all unregistered patients attending the GP Access Hub will be supported to register with a GP practice. We are currently working towards developing our GP website enable patients to register 'on-line' without the need to present at the GP surgery, this work will support the registration of patients in Brent. Our service specification will ensure unregistered Brent patients continue to receive treatment at the GP Access Hub for a period up to 12 months.

Recommendation:

Ensure that the two further sites selected for new GP Access Hubs are appropriately located to maximise equality of access for residents and are fully compliant with transport and disability access requirements.

Response:

The further two sites will be located within existing GP surgeries to ensure better utilisation of existing resources, higher utilisation especially on weekdays and in line with national directives. The CCG is committed to ensuring appropriate location of the Hub to enable equity of access for residents, the additional sites will be identified primarily on the outcome of TfL accessibility criteria scoring, with one site in the north and the second in the south as per patient feedback received during the engagement period.

Recommendation:

Ensure that the communication strategy is comprehensive and references all services used, including out of borough services used by Brent residents.

Response:

Communication strategies would aim to include services which are accessible to Brent patients for medical services within Brent and surrounding boroughs that are accessible to Brent residents.