


Date:	3 January 2019
Meeting:	Joint Primary Care Commissioning Committee
Item Number:	8.0
Public/Private:	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>

Author: (Name, Title)	Erica Ellerington Primary Care, NHS England
GB Lead: (Name, Title)	Geoff Day Interim Director of Primary Care
Director approval (Name)	Geoff Day
Director Signature (MUST BE SIGNED)	

Report Title:
Extended Access Update
Decisions to be made:
None

Link to a Strategic Objective?	<input checked="" type="checkbox"/>	This programme of work links to the CCGs strategic objectives relating to Out of Hospital and Primary Care Transformation
Link to a Strategic Risk	<input checked="" type="checkbox"/>	Out of Hospital and Primary Care Transformation

Continue to improve the quality of services	<input checked="" type="checkbox"/>	Improve patient experience	<input checked="" type="checkbox"/>		
Reduced unwarranted variations in services	<input checked="" type="checkbox"/>	Reduce the inequalities gap in North Lincolnshire	<input checked="" type="checkbox"/>		
Deliver the best outcomes for every patient	<input checked="" type="checkbox"/>	Statutory/Regulatory	<input checked="" type="checkbox"/>		
Purpose (tick one only)	Approval <input type="checkbox"/>	Information <input checked="" type="checkbox"/>	To note <input type="checkbox"/>	Decision <input type="checkbox"/>	Assurance <input type="checkbox"/>

Executive Summary (Question, Options, Recommendations):
<p>The Interim Extended Access contract went live on 1st October 2018. This report provides an update on the current service utilisation rates, progress to date with meeting the National 7 Core Requirements and an update on the CCG's patient communications.</p>

Recommendations	1. Committee members are asked to note the contents of this report	
Report history	None	
Equality Impact	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Sustainability	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Risk	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Legal	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Finance	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	

<i>Patient, Public, Clinical and Stakeholder Engagement to date</i>									
	<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>		<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>
Patient:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Clinical:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Public:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Other:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

EXTENDED ACCESS UPDATE

1. Background

The General Practice Forward View (GPFV) published in April 2016 set out plans to enable clinical commissioning groups (CCGs) to commission and fund additional capacity across England to ensure that, by 2020 everyone has improved access to GP services including sufficient routine appointments at evenings and weekends to meet locally determined demand, alongside effective access to out of hours and urgent care services, the deadline for implementing extended access was brought forward to **1st October 2018**.

In order for the extended access service to form part of the Urgent Treatment Centre (UTC) longer term procurement plans, an interim contract award was made to Safecare and Core Care Links. The service was successfully implemented and patients able to book extended access appointments from 1st October 2018.

2. Utilisation

At the time of writing this report, the CCG have received utilisation data for October and November 2018 and this has shown an excellent utilisation rate for the newly implemented service.

What the data does highlight is that there is an issue with non-attendance rates for appointments on Saturdays. A contract review meeting is arranged for early January 2019 when the CCG and provider will discuss and agree plans of how this can be addressed.

Although there has been no formal communication at this time, it has been indicated that from 1st April 2019, NHS England intend to monitor utilisation rates. Although this is yet to be confirmed, the CCG are assured that the service is reaching sufficient utilisation rates to meet any intended targets.

Appendix 1 shows utilisation rates by day for both October and November 2018, with a verbal update being available for December utilisation at the meeting on 3rd January 2019.

3. 7 Core Requirements

From 1st April 2019, the Extended Access service must meet the National 7 Core Requirements;

Core Requirement	Detail	Current Position
Timing of appointments	Commission weekday provision of access to pre-bookable and same day appointments to general practice services in evenings (after 6.30pm) – to provide an additional 1.5 hours every evening •Commission weekend provision of	The service meets this requirement

	<p>access to pre-bookable and same day appointments on both Saturdays and Sundays to meet local population needs</p> <ul style="list-style-type: none"> •Provide robust evidence, based on utilisation rates, for the proposed disposition of services throughout the week 	
Capacity	Commission a minimum additional 30 minutes consultation capacity per 1000 population per week	The service meets this requirement
Measurement	Ensure usage of a nationally commissioned new tool to be introduced during 2017-18 to automatically measure appointment activity by all participating practices, both in-hours and in extended hours. This will enable improvements in matching capacity to times of great demand	Apex Tool is currently in the deployment planning stages. 8 practices have set deployment dates and others are currently being scheduled. Once full roll out is achieved (before end March 2019) the service will meet this requirement.
Advertising and ease of access	<p>Ensure services are advertised to patients, including notification on practice websites, notices in local urgent care services and publicity into the community, so that it is clear to patients how they can access these appointments and associated service</p> <ul style="list-style-type: none"> •Ensure ease of access for patients including: •All practice receptionists able to direct patients to the service and offer appointments to extended hours service on the same basis as appointments to non-extended hours services •Patients should be offered a choice of evening or weekend appointments on an equal footing to core hours appointments 	The service meets this requirement
Digital	Use of digital approaches to support new models of care in general practice	The use of an e-consulting platform is mandated as part of this service specification. A pilot is currently underway with the online consult provider to test a federated model which will be rolled out into the service once available.
Inequalities	Issues of inequalities in patients' experience of accessing general practice identified by local evidence and actions to resolve in place	<p>The service is mandated to ensure that issues of inequalities in patients' experience of accessing the service are identified by local evidence and actions to resolve in place.</p> <p>A full inequalities impact assessment will be undertaken by the CCG in early 2019.</p>

Effective access to wider whole system services

Effective connection to other system services enabling patients to receive the right care the right professional including access from and to other primary care and general practice services such as urgent care

The service currently meets this requirement however, from March 2019, the service must make available the functionality for NHS 111 to make direct bookings.

The CCG are currently working towards this deadline, however, there are several issues to achieving this which are not unique to North Lincolnshire.

4. Overview of Patient Communication

The CCG have developed a robust patient communications plan. **Appendix 2** shows a 'snap-shot' of the initiatives that have been undertaken since the service went live.

The excellent utilisation rates of this service demonstrate that patient communication has been successful and effective.

The communication of this service in North Lincolnshire has received much interest and attention from NHS England's Regional and National teams and is regarded as an excellent example of meeting the 'Advertising' core requirement.

5. Recommendations













The Committee is asked to note the contents of this report.











Appendix 1 – Utilisation

October 2018		Available Appts	Booked	DNAs	Utilisation
M	1	10	5	0	50%
T	2	15	8	2	40%
W	3	25	24	0	96%
T	4	15	8	3	33%
F	5	5	2	1	20%
S	6	177	138	6	75%
S	7	42	23	0	55%
M	8	10	8	1	70%
T	9	15	12	2	67%
W	10	25	21	0	84%
T	11	15	15	0	100%
F	12	5	5	0	100%
S	13	177	96	10	49%
S	14	42	37	0	88%
M	15	10	9	0	90%
T	16	15	9	3	40%
W	17	25	18	4	56%
T	18	15	14	0	93%
F	19	5	3	0	60%
S	20	177	156	4	86%
S	21	42	34	1	79%
M	22	10	10	0	100%
T	23	15	13	0	87%
W	24	25	25	5	80%
T	25	15	13	1	80%
F	26	5	5	0	100%
S	27	177	153	3	85%
S	28	42	32	1	74%
M	29	10	9	0	90%
T	30	15	15	0	100%
W	31	25	20	1	76%

November 2018		Available	Booked	DNAs	Utilisation
T	1	15	15	3	80%
F	2	5	5	3	40%
S	3	180	160	20	78%
S	4	48	28	6	46%
M	5	5	5	0	100%
T	6	20	20	1	95%
W	7	25	24	7	68%
T	8	15	15	0	100%
F	9	5	5	2	60%
S	10	168	134	7	76%
S	11	48	24	2	46%
M	12	5	4	1	60%
T	13	20	20	0	100%
W	14	25	22	4	72%
T	15	15	15	1	93%
F	16	5	5	0	100%
S	17	173	156	25	76%
S	18	47	38	13	53%
M	19	5	4	0	80%
T	20	20	20	2	90%
W	21	25	25	4	84%
T	22	15	15	0	100%
F	23	5	5	0	100%
S	24	175	165	14	86%
S	25	50	50	14	72%
M	26	5	5	2	60%
T	27	20	17	1	80%
W	28	25	25	2	92%
T	29	15	15	2	87%
F	30	5	5	0	100%

Appendix 2 – Patient Communication

Action/output	Target audience	When	
Service launch press release	Media	October 1	http://www.northlincolnshireccg.nhs.uk/news/?post=evening-and-weekend-gp-appointments-now-available-in-north-lincolnshire https://www.grimsbytelegraph.co.uk/news/local-news/north-lincolnshire-patients-can-now-2056425  radio interview.docx
Copy for inclusion in <i>Spotlight</i>	GP colleagues	October 1	 Spotlight copy.JPG
Responses to media enquiries/reactive statements	Media	As required	---
Facebook advertising campaign	Public	November - December	https://www.facebook.com/NorthLincsCCG/videos/496270570855739/?comment_id=347885329108202&notif_id=1541729928869202&notif_t=feed_comment
PPC campaign (timed adverts)	Public	November-December	 NHS North Lincs - Social and PPC.pdf
CCG website copy	Public	October 1	 1.5.5 Evening and weekend GP appointn
GP practice website banner	Patients	October 1	 Banner for practice websites.rmg
Posters and leaflets for dissemination to GPs and pharmacies across the patch	Patients	October	  NHS-Opening-Hours- A3-Poster-PRINT.pdf NHS-Opening-Hours- Flyer-PRINT.pdf
Newspaper advertising wrap and page 2 lead editorial 300 words + homepage takeover + 4 x homepage MPU's on	Public	November	 NHS North Lincolnshire Extended  NHS North Lincs_Scunthorpe Ex  NHS North Lincs_Scunthorpe Ex  NHS North Lincs_Scunthorpe Ex  NHS North Lincs_Scunthorpe Ex

Fridays throughout November			
Radio advertising 4 x week campaign (4 spots per day) on Lincs FM	Public	November	 Radio advert wording.docx
PCAG/Embrace briefing	Patients	October	 MTFE You Said - We Did.docx
Bus advertising (30 x streetliners x 4 weeks)	Public	November	 Bus Advertisement.docx
Beer mats	Public	TBC	 beer mat pic.jpg  Beer Mats.pdf  White Horse Brigg.jpg  beer mat local business.jpg
Bus ticket advertising	Public	November	https://www.dropbox.com/sh/jv9ij5gkcfk99m/AADL90Ohdphh7hAHIOsY1o9Qa?dl=0
Petrol pump advertising	Public	November	 NHS North Lincs Nozzle (Guides).pdf
ATM animation	Public	November	  NHS North Lincs – NHS North Lincs – GP Social Animation V2 (Surgery Animation.m