

You Said	What we did / are doing about it	What we have included in Extended Access Service Specification
Current opening hours (during the week 8am to 6.30pm) were popular amongst those of retirement age (62%) and those who had a disability (47%).	Extended access is in addition to the core opening hours of GP practices. The idea is that the funding will provide extra appointments within primary care outside of these hours. Practices will continue to provide core hours that are convenient for these patients.	Not applicable.
A third (33%) of all respondents said current opening hours were least convenient for them (43% aged 18-24; 51% aged 25-44; 37% aged 45-64 yrs.)	This confirms to us that there is a demand for routine appointments at evening and weekends and extended hours will benefit people who find it difficult to attend appointments during normal practice opening hours.	In addition to the core opening hours of 8am > 6.30pm, we will commission as part of the extended access service, 6.30pm > 8pm Monday to Friday and access to bookable appointments on a Saturday and Sunday and bank holidays.
Booking systems for routine appointments is problematic for some people.	The extended access service will hopefully release more patient appointments in core hours as some patients will choose the extended hours appointments instead. As part of the service, we will also be introducing online consulting which means patients will be able to send their GP practice a request at any time of the day.	All practices will have access to book extended access appointments for their patients. The specification requests the provider of the service to manage incoming online consultations.
Many people find it difficult to access routine appointments at convenient times, particularly those who work full-time; those who	This engagement has suggested to us who is more likely to want routine appointments at evening and weekends. This service is about giving all patients greater choice so it would not be fair to 'reserve' appointments for certain patients. However, patients can request appointments during the extended hours times and practices must offer these on an	The service specification says appointments within the extended hours will be offered on an equal footing to core hours appointments.

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<p>have children at school and those who are reliant on transport provision from friends or family members who work full-time during the week. Some people suggested extended hours appointments should be reserved for these patients</p>	<p>equal footing to the usual core hours appointments.</p>	
<p>Evening and Saturday morning appointments would be popular.</p>	<p>The Extended Access service will operate from 6.30pm > 8pm Monday to Friday and patients will be able to book appointments on a Saturday, Sunday and Bank Holidays. This will allow more choice for patients who find it difficult to attend appointments for example during their working hours.</p> <p>Extended access will be provided within each of the three care network areas, so that travelling will be kept to a minimum</p>	<p>The specification requests that the service is delivered from all three care network areas.</p>
<p>Although many (63%) would be willing to travel to another GP practice for a more convenient appointment, 37% said they would <u>not</u>.</p>	<p>Extended access is about giving patients more choice. Hopefully introducing more appointment availability into the system will free up capacity in individual practices. As the cohort of patients that do not wish to travel are aged 65 and above, it may be that they do not always require appointments outside of usual core hours. This group of patients will benefit from extended access as they will hopefully find it easier to access appointments during core hours.</p>	<p>Not applicable</p>

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<p>Very few people would be willing to travel for more than 30 minutes to access an appointment during the evening and on weekends.</p>	<p>We know that travelling times is an important consideration for patients and their families. We are working to ensure that the locations for extended hours are accessible and convenient. We recognise that North Lincolnshire is a rural area and so we plan to ensure that there are at least three locations available by offering extended access in each of the three care network areas of North, South and West of the patch. This should ensure that no patient needs to travel long distances.</p>	<p>The specification says that the provider will ensure extended access is delivered within each of the three care networks areas.</p>
<p>Most people would be willing to see a different health professional who is suitably qualified instead of their GP, however they have to be located nearby (less than 30 minutes' drive)</p>	<p>The extended access service which will be delivered locally in each of the three care networks will include a varied workforce to allow for the differing medical needs of our patients. For example, the service will offer access to GPs, nurses, pharmacists and physiotherapists to ensure that patients are seen by the right clinician first time.</p>	<p>The specification states that patients should be able to see a GP face to face if that is what they require and that patients are able to get to see a GP or appropriate healthcare professional.</p>
<p>Some people would be unwilling to see another health professional as they would not want to see someone they did not know and trust, or someone that did not know their medical history.</p>	<p>Patient records will be shared or follow the patient to the appointment (with their permission) so that whichever medical professional they see, will have their up to date medical history available to them. Extended access is about offering patients choice.</p>	<p>The specification acknowledges that work is currently underway to provide sharing between the different clinical systems used locally, however, until this is achieved, some practices would have to access a different system to book extended access appointments.</p>

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Most people would prefer to speak to a GP about medications, but a nurse or other allied health professional about medical aids.	The service will provide a varied workforce so that patients see the most appropriate medical professional to meet their needs.	The specification states that patients should be able to see a GP face to face if that is what they require and that patients are able to get to see a GP or appropriate healthcare professional.
Many people prefer to speak to a pharmacist about medications.	Pharmacists will form part of the extended access workforce. The CCG have funded a campaign using a text messaging service used in general practice. Patients have been/will be requested to provide permission for the sharing of records so that these professionals are able to view the relevant medical records.	The specification states that Patients should be able to see a GP face to face if that is what they require and that patients are able to get to see a GP or appropriate healthcare professional.
A substantial number of people, (28%) are not satisfied with ways in which they can get advice from their GP practice.	Once the extended hours appointments are available, it is hoped greater choice of appointment times will free up GP time during regular surgery hours. If patients are still reporting being dissatisfied with access to advice from their practice, the CCG will explore this in more detail.	Not applicable.
Many people are open to the idea of using technology to access information and advice and see the benefits; however this would not suit everyone.	Already a number of GP practices in North Lincolnshire have started to offer services to patients using new technologies. Many practices are currently part of a pilot to roll out online consulting, which can range from an online set of questions to telephone/email consultations. More work needs to be done on this and the extended access service will be included in this work.	The specification states that as soon as online consulting is available, this needs to be offered to patients and incoming consultations dealt with by a medical professional.

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<p>A significant number of people think that developing an ‘app’, symptom checker or other technology to help people feel confident about making health related decisions would be a good idea and would use it.</p>	<p>In order to provide patients with as much choice as possible of how they access medical care and advice, the CCG are currently working on a bid which will be submitted to NHS England to request capital funding for a health App by an organisation called Orcha https://www.orchac.co.uk/</p>	<p>Not applicable.</p>
<p>Although the majority of people know how to obtain support out of hours, a significant number (25%) do not.</p>	<p>Although this response is disappointing, it is useful for the CCG to know that there are patients out there that do not know how to access a GP out of hours. This will help us plan future ‘Choose Well’ campaigns, which help make it easier for patients to obtain the right support for their needs at the right time. The CCG will work on this during the coming months.</p>	<p>The extended access specification requires providers to ensure that services are clearly advertised to patients through a range of methods, including notification on practice websites, notices in local urgent care services and publicity into the community They have to make it clear to patients how they can access these appointments.</p>
<p>The Health Scrutiny Committee (June 2017) were generally supportive of the proposed way forward, however panel members were concerned that the roll-out is smooth</p>	<p>The CCG are currently working with providers to ensure that a thorough and effective plan is developed to ensure the roll-out of extended hours runs smoothly. Currently, if a patient attends the usual GP out of hours service the clinician is able to see records, and we are developing the service around this same model. North Lincolnshire is also currently part of a national pilot to ensure the different technical clinical systems</p>	<p>All practice receptionists will be 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 will be offered a choice of evening or week-</p>

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<p>in terms of:</p> <ul style="list-style-type: none"> • having technology in place to ensure patient notes are available to extended hours GPs • having a robust booking system with receptionists fully trained to know when and how to offer an extended hours appointment • concerned to ensure that the extended hours provision does not just become an overflow from core hours with measures in place to ensure practices do not use the system to reduce core hours demand • concerned to ensure that booking priority is given to patients 	<p>can work together. This will be ready for when this service becomes live in October 18.</p> <p>The booking system is being developed to ensure that all practices have access to book. Practices are currently rolling out training for reception staff (Care Navigation) so that they can signpost a patient to ensure they see the right clinician at the right time. Extended access will form part of this. The provider of the service will analyse and measure demand of the service and it will be their responsibility to ensure that the service is not being mis-used by practices.</p> <p>As with any other routine appointment, a form of triage will be undertaken to ensure the patient is directed to the right place to meet their needs.</p>	<p>end appointments on an equal footing to core hours appointments. The provider will be required to work with local practices to ensure that as soon as the software allows this, direct booking is achieved.</p> <p>The service will ensure that if patients are not able to access general practice equally, issues are identified and actions to resolve this are put in place.</p> <p>The service will measure appointment activity both in hours and extended hours. It will analyse this across the week and use this information to match capacity to times of high demand.</p>

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<p>who can genuinely not attend during core hours due to work or other commitments</p>		