

Nottingham North & East CCG

GPFV Extended Access

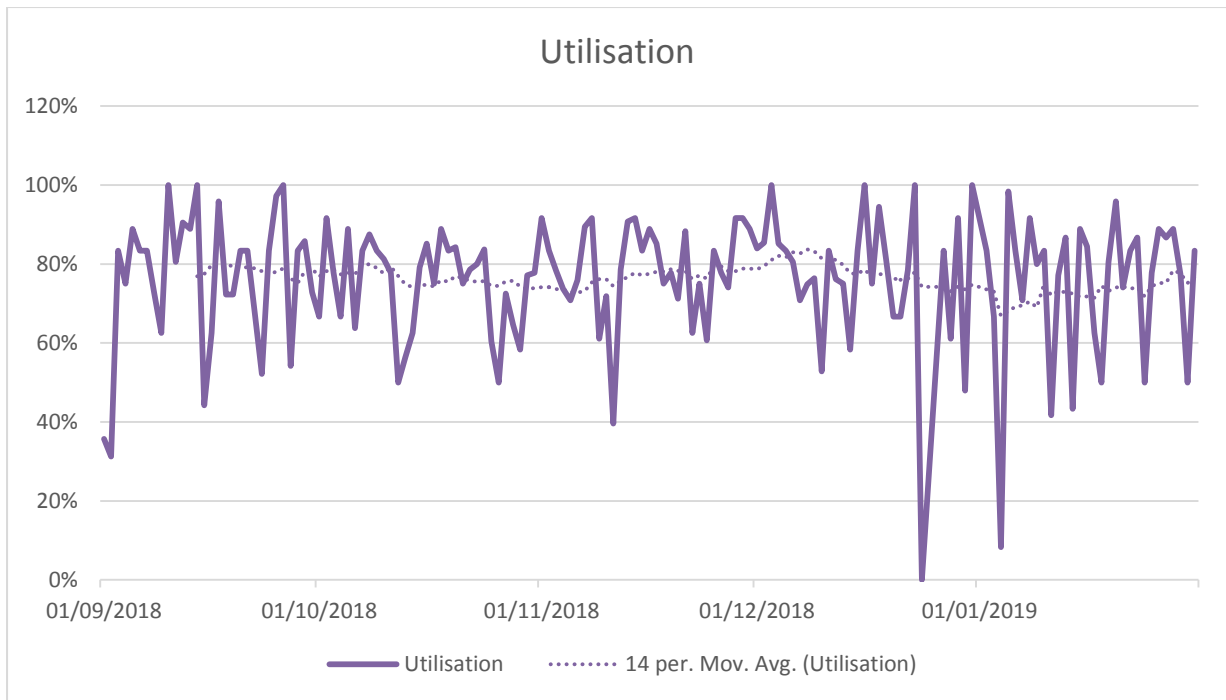
Delivery model

- The service is provided by Primary Care Integrated Services Nottingham North & East (PICS NNE). The service is delivered by the practices across NNE on a rota basis.
- PICS NNE is commissioned to provide 30 minutes per 1,000 populations (76 hours per week) in accordance with NHS England criteria.
- The service commenced 1st September 2018 to all patients registered within NNE CCG.
- The delivery of the service will be managed through a rota of which has been agreed by all practices, the service will provide:-
 - Appointments for routine appointments, booked through the patient's own practice.
 - Monday to Friday – additional 1.5 hours from 6.30pm – 8.00pm
 - Saturday and Sunday – time do vary between practices 9am – 12noon
 - Skill mix varies across practice and include GP, Advanced Nurse Practitioners, Practice Nurse, Health Care Assistants, Pharmacists
- PICS NNE has a SystmOne unit that will allow the NNE rotas to be visible to all practices within NNE. All key staff including clinicians, practice managers and reception teams has received training on using the system and clear guidelines are in place to ensure that appropriate patients are seen within the service.

Utilisation

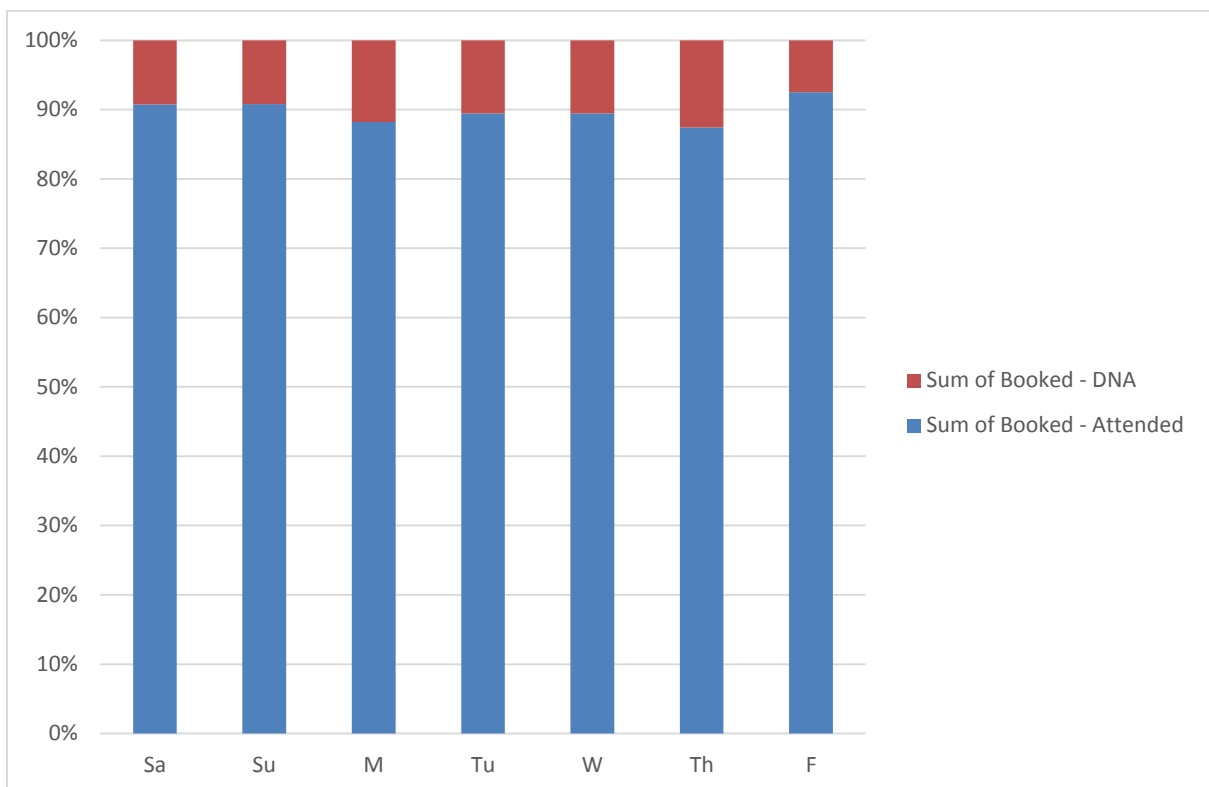
Data September 2018 – January 2019

The below utilisation data shows that on average the utilisation rate is between 76% - 79% which is positive for the first 5 months of the service.



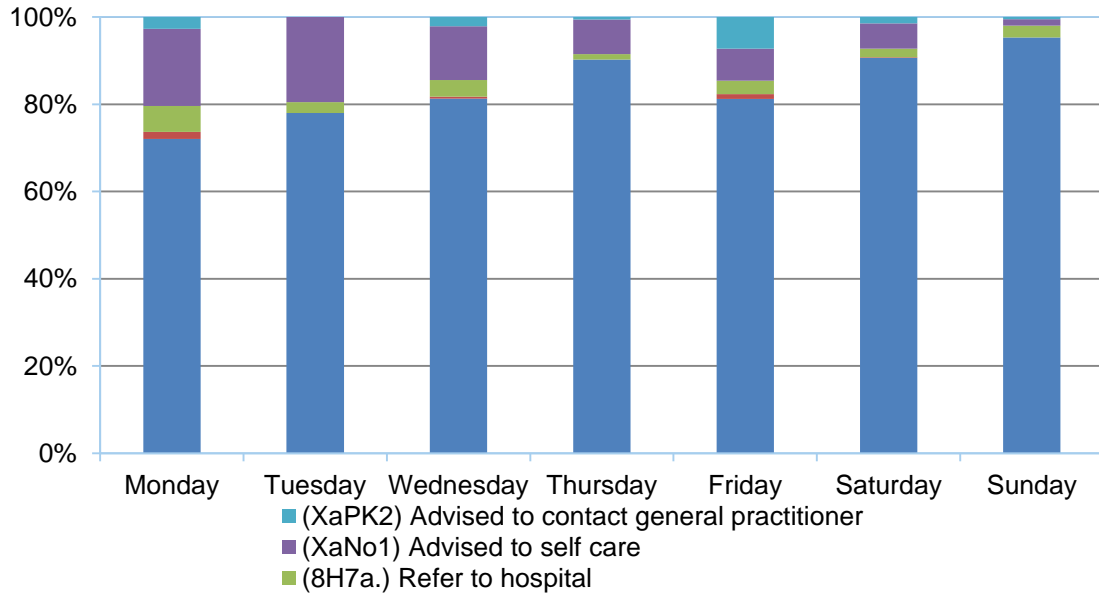
Review of DNA rates

Data September 2018 – January 2019



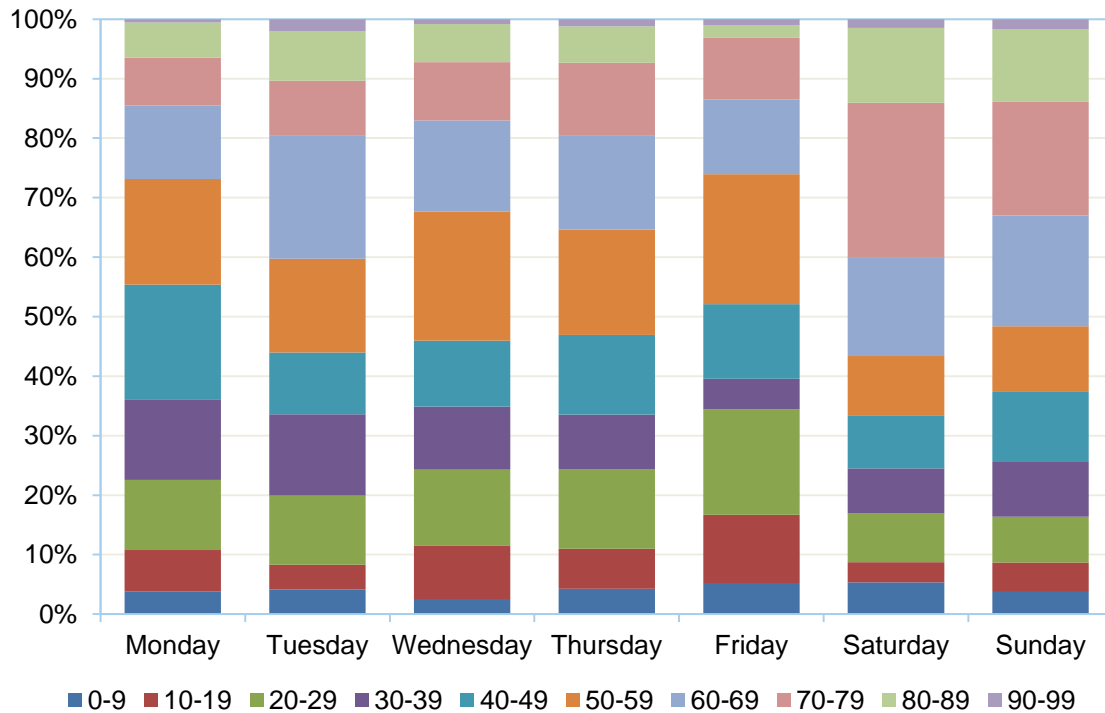
Outcomes of Appointments

Data September to December 2018



Patients seen by age and week day

Data September to December 2018



Patient Feedback

We have allowed for the service to embed within the practice and allow for patients to use the service. Formal patient feedback will be collected over the next couple of months and will be presented to the PCCC. No complaints have been received to date.

Service developments

Since the service commenced the provider has arranged with the National Cervical Screening team for the service to provide cervical screening as part of the extended hour's service. NNE PICS are currently liaising with the NNE practice to identify Practice Nurses who will provide this service as part of their rota and new cervical screening numbers will be applied.

Communications

A communications plan has been developed and follows the recommended steps as suggested by NHS England. Advertising the service has taken place within Practices, on social media, and in local publications that include Gedling Borough Council Contacts and Ashfield Borough Council. The initial launch will be localised to the practice areas and as the service develops the CCG will monitor its utilisation rates and then focus on areas with less uptake and consider further communications. The CCG would like to work with the Patient participation groups of the practices to promote the service and encourage utilisation. We are currently looking at the local populations to identify if more targeted promotion is required in different languages.

Considerations

Due to the current technical infrastructure with the current clinical systems, it is not possible for patients to book these appointments online; however, there is a drive nationally for this to be implemented.

The service is also not able to take routine bloods due to the current system reporting arrangements, safe storage and collection.

These limitations are regularly fed back to NHS England.

Risk

- The service is underutilised
- The service is dependent on the existing GP and nursing workforce.

Recommendation

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

Rachael Rees
Head of Primary Care
March 2019