



Nottingham and Nottinghamshire  
Clinical Commissioning Group

# Nottinghamshire County Health Scrutiny Committee

## General Practice Equity of Access

15 Dec 2020

# Agenda

1. General Practice contract model – Independent contractors
2. Access review – 2020/21 opening hours
3. Extended GP hours – Directed Enhanced Service (DES)
4. Extended access to GPs – core requirements
5. COVID-19 – use of triage, remote and face-to-face appointments during the pandemic
6. 2021/22 changes to Extended Hours and Extended Access arrangements
7. Appointment activity update

# General Practice Contract Model – Independent Contractors

- Each General Practice holds a contract for the provision of Primary Medical Services as an Independent Contractor
  - 126 practices. 39 Mid Notts, 39 South Notts and 48 Nottm City
- Core practice opening hours of 8am to 6.30pm
- Provide essential services to meet the 'reasonable needs' of their patients
- Patients should be able to:-
  - phone your practice
  - book an appointment
  - pick up a prescription
  - drop off a specimen
  - received updates on results requiring urgent attention



# Primary Care – Access Review

- The CCG Primary Care Team undertake audit reviews of General Practice opening hours
- Latest review 100% complete
  - evidence of opening hours meeting core requirements
  - additional opening hours
  - practice websites

## **Extended Hours Access – Directed Enhanced Service (DES)**

- Primary Care Networks (PCNs) must provide extended hours access to patients in the form of additional clinical appointments in accordance with the Network Contract DES Specification.
- 20 PCNs across Nottingham and Nottinghamshire CCG
  - 6 Mid Notts, 6 South Notts and 8 Nottm City
- Extended Hours Access:-
  - be available to all registered patients within the PCN
  - may be for emergency, same day or pre-booked appointments;
  - be with a healthcare professional or another person employed or engaged by the PCN in the provision of health services;
  - be provided outside of the core hours for primary medical services
  - be a minimum of 30 minutes/1,000 registered patients per week



## Extended Access – 7 Core Requirements

- Timing of Appointments
  - 1.5 hours weekdays after 6.30 and weekend provision
- Capacity
  - minimum of 30 minutes/1000 registered population
- Measurement
  - appointment activity measured for utilisation
- Advertising and ease of access
  - practice websites, in practice and offered as options to patients
- Digital
  - use of digital approaches to support new models of care
- Inequalities
  - resolve issues of inequalities in patient access
- Effective access to the wider system
  - patients to receive the right care from the right professional

# Extended Access – Current Provision

Mansfield & Ashfield/Newark and Sherwood – provision across all PCN:

- Weekends                      Hours vary across Saturday and Sunday
- Monday – Friday              6.30pm – 8pm
- Ashfield North                26.25 hours per week
- Ashfield South                20.25 hours per week
- Rosewood                      23.25 hours per week
- Mansfield North              20.50 hours per week
- Orchard                        10 hours per week
- Newark                         38.25 hours per week
- Sherwood                      32.5 hours per
- Workforce:                    GP, Nursing, HCA & Clinical Pharmacists
- Appointments:                Routine and pre-bookable.  
On the day available Mon-Fri
- Contracted Hours:            171 hours per week maintained



# Extended Access – Current Provision

## Rushcliffe

Extended Access adjusted due to COVID moved to weekends provision; hours and workforce increased to ensure contracted hours are met.

Weekends and bank holidays:	8.30am – 12.30pm and 1pm – 5pm
Workforce:	2 x GPs per session / 1 or 2 Nurses across 2 sessions GPs 32 hours per day / Nurses 8 – 16 hours per day
Appointments:	Pre bookable and on the day slots
Additional Services:	Providing phlebotomy, Cervical Screening and Wound Care
Contracted Hours:	65 hours per week
BAU:	Weekdays 6.30pm – 8pm / Weekends & BH 8.30am – 12.30pm 2 GPs and Nurses
Summary:	Rushcliffe have maintained contracted weekly provision but moved hours to weekends by increasing hours and workforce



# **Extended Access – Current Provision**

## Nottingham West and Nottingham North and East

Current Provider PICS and associated practices

Weekends                      3 hours Saturday, Sunday and BH

Monday – Friday            6.30pm – 8pm

Workforce:                    GPs, Nurses & HCA

Appointments:              All bookable slots

Contracted Hours:          123 hours per week

BAU:                            Weekdays 6.30pm - 8pm / Weekends 3 hours

Summary:                      NW and NNE have maintained contracted provision

# COVID-19 – Impact on Services

- Digitisation
  - Total Triage
  - Telephone and Video Consultation
  - Online consultation and contact with practices
  - Online booking - paused
- General Practice open – including Face to Face and Home Visit
- Relaxation of Extended Hours and Extended Access
  - delivery of hours flexible

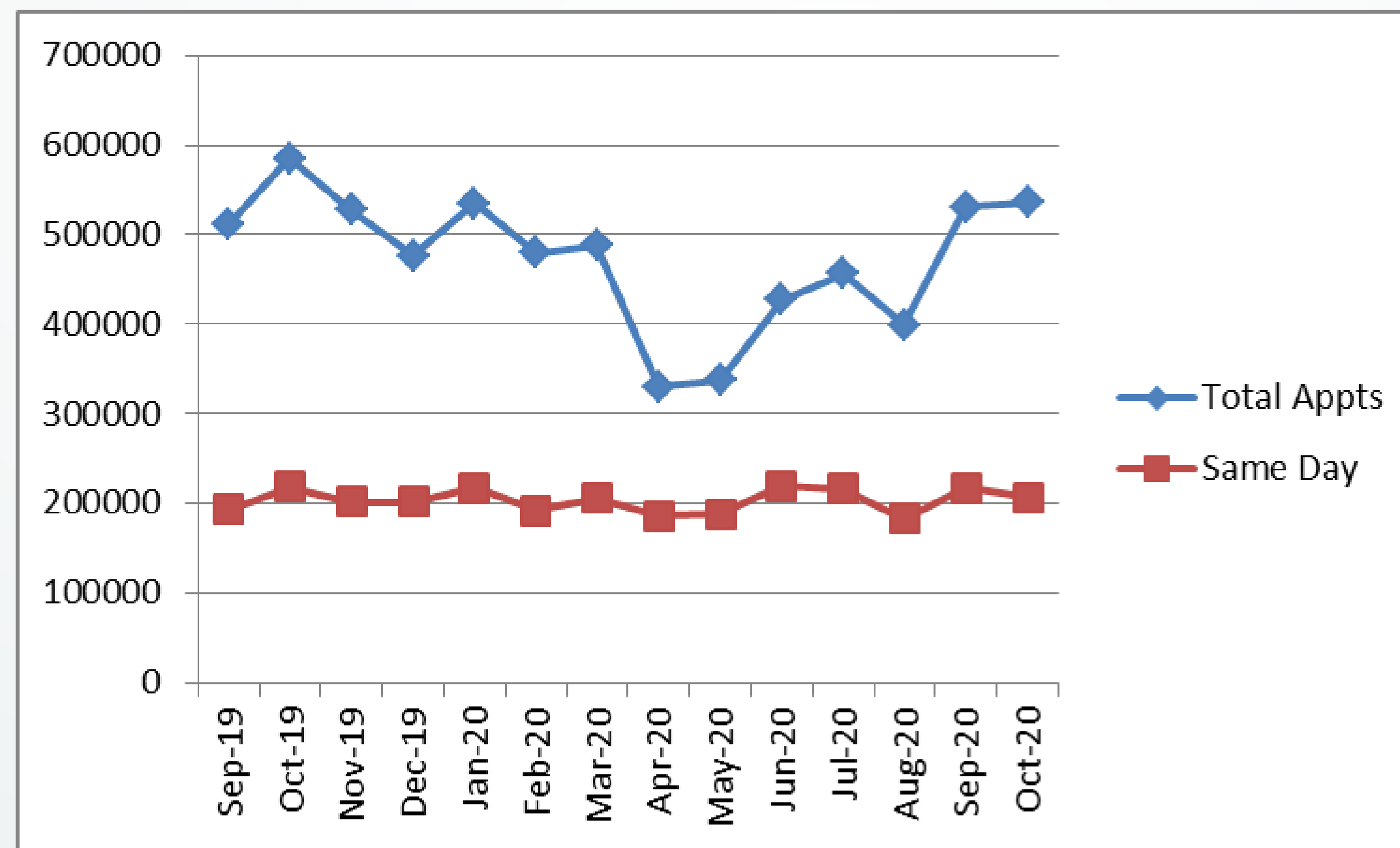
## **2021/2022 Extended Access and Extended Hours**

- The Network Contract DES 2021/22 brings together both schemes which increases access to hours outside of core general practice.
- Guidance on the specification and criteria has been delayed by the national team at NHS England
- Contracts for April – Oct 2021 to be extended based on current arrangements
- Guidance to be shared when available



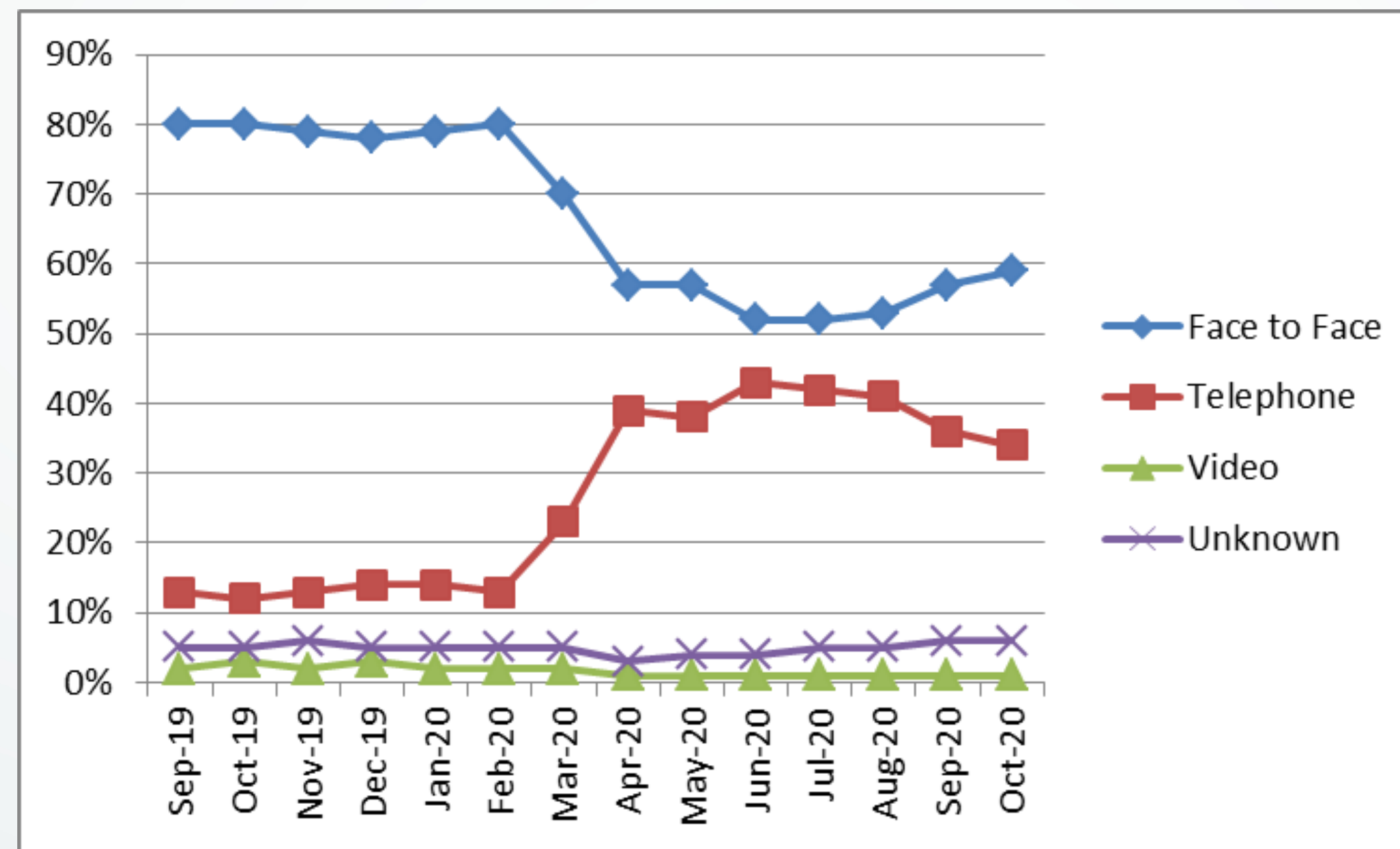
# Appointment Activity Update

- Appointment activity in General Practice fell in the early months of the pandemic, now back in line with similar activity levels in 2019
- Same Day appointment activity has remained constant throughout



# Appointment Activity Update

- Appointment activity types in General Practice have changed due to the pandemic
- Face to face activity still accounting for over 50% of activity



# Questions?