

Pan-Westminster Patient Participation Group July 2024 Meeting

Additional Access Service



Welcome



Kirstie Black,
Managing Director & Board Member,
Healthcare Central London

Biography

Kirstie has worked in healthcare for 30 years, starting in secondary care working at Guy's & St Thomas' Hospital as a General Manager for 10 years, looking after Dermatology, Sexual Health & HIV and Renal, Transplant & Urology services.

After a career break, she went on to run her own healthcare consultancy for seven years and worked in private and NHS hospitals focusing on Urgent Care and Emergency departments. Kirstie then moved into Primary Care, working in Digital Healthcare at Babylon (GP at Hand) and Sumitomo (Africa) PTY, and then to Hillingdon Health and Care Partners as a Programme Consultant before moving to Westminster to support Central London Healthcare (CLH) with the COVID-19 vaccination programme.

Having become Managing Director of CLH in October 2021, she now mirrors this role at HCL and is enjoying making the organisation a better place to work whilst also offering a great service to its member practices and their patients. She is ambitious for the organisation's future and as well as focusing on Primary Care core activity is diversifying to encompass Primary Care Research, Data & Business Intelligence and Joint Ventures with digital health providers.



Housekeeping

Code of Conduct

- 1) *The PPG meeting is not a forum for individual complaints and personal issues.*
- 2) *All views are valid and will be listened to.*
- 3) *Respect the practice and patient confidentiality at all times.*
- 4) *Open and honest communications apply to all.*
- 5) *Discrimination on any grounds will not be tolerated.*
- 6) *Silence indicates agreement- speak up if you would like your suggestions to be a part of the discussion.*
- 7) *Be flexible, listen, ask for help and support each other.*
- 8) *Demonstrate a commitment to delivering results as a group.*
- 9) *Start and finish meetings on time and stick to the agenda.*
- 10) *No phone or other disruptions.*



Pan-Westminster Patient Participation Group July 2024 Meeting Agenda

Item	Subject	Lead	Time
1.	Welcome to the HCL PPG and Housekeeping	KB	17:30
2.	Practice Websites: You Said, We did!	HW	17:35
3.	Additional Access (AA) Hours: <ul style="list-style-type: none"> ❖ Introduction to AA Service – what we do (clinicians), where we do it, how much and for who ❖ What are the current challenges? ❖ Barriers to service uptake for patients ❖ Patient feedback 	LD/AR	17:50
4.	Wrap up/Finish	ALL	18:55

Item 2: Practice Websites

You Said, We Did!



You said/We did summary

For those who missed it, scan this code to see one of newly designed Practice websites:



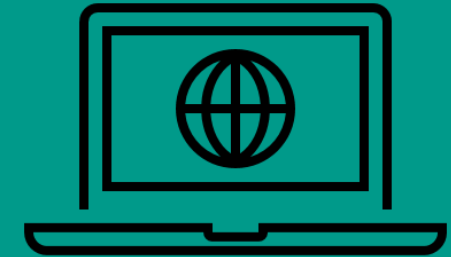
Shared individual Practice website feedback



Best practice to add gender on website staff list



Added more PPG information

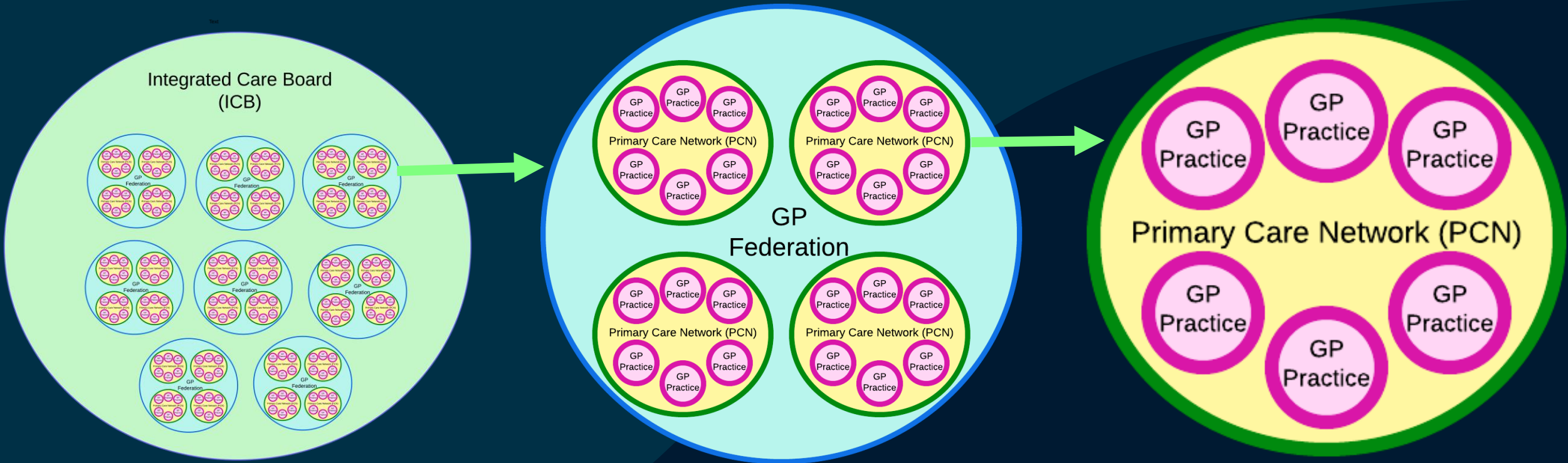


Ongoing content editing to make it clearer

Item 3:

Additional Access





North West London
ICB (Integrated Care
Board)

There are 8 boroughs
in the ICB of North
West London

Healthcare Central
London (HCL/ GP Fed)

'Westminster'/ 'Central'

There are 4 PCNs in
the Westminster GP
Federation

- Regent Health
- St Johns Wood & Maida Vale
- South Westminster
- West End & Marylebone

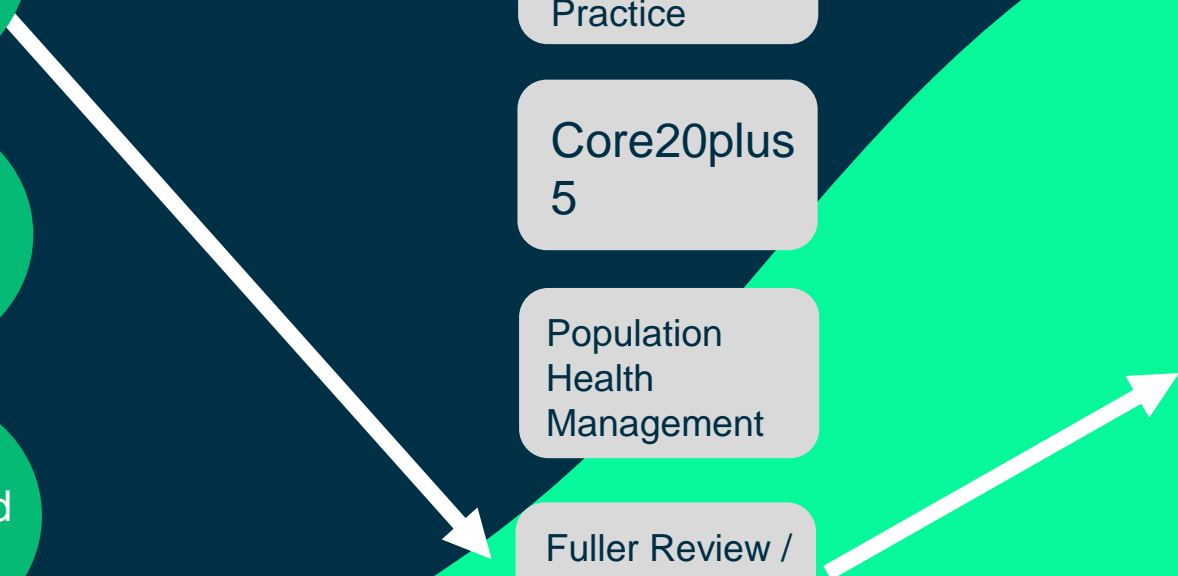
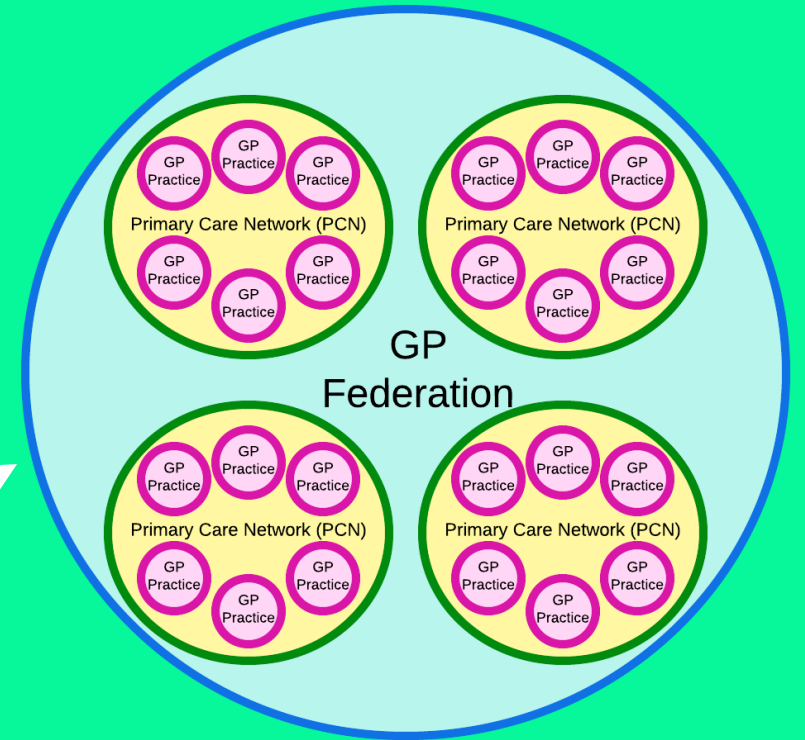
There are 32 practices
across the 4 PCNs

Why Additional Access?

Contracts



North West London ICB/ National NHS Priorities



Additional Access - A Westminster approach

Additional Access is HCL's application of the funding that was received from NHSE to improve access to Primary Care. HCL continues to review opportunities to improve service delivery in the following areas:

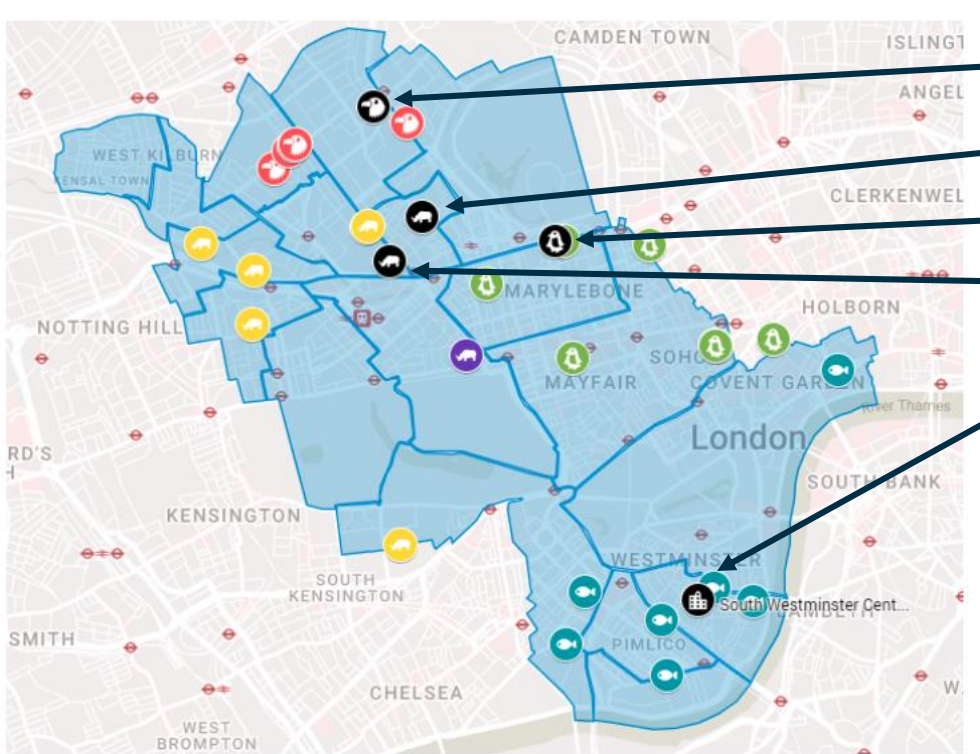
- ❖ Locations of delivery
- ❖ Hours of service
- ❖ Access of service (i.e. who can book and how)
- ❖ Inclusion / Exclusion Referral Criteria








Appointments are additional face-to-face slots your GP practice can book into. They can be booked directly by reception / admin teams, clinicians, eHub (PATCHS), NHS 111 and Urgent Care.

They are either located in a GP practice within Westminster or at a centre local to Westminster.

These are separate to 'Enhanced Access' which is the evening and weekend offer of appointments.

Where? When?



-  South Westminster PCN
-  Regent Health PCN
-  St John's Wood & Maida Vale PCN
-  West End & Marylebone PCN
-  Same Day Access Service Delivery Locations
-   Enhanced Access Service Delivery Locations

St John's Wood Medical Centre Wednesday & Friday

Lisson Grove Health Centre Tuesday & Thursday

Marylebone Health Centre Monday & Tuesday

Paddington Green Health Centre Monday, Wednesday & Friday

South Westminster Centre Monday & Friday



Bookable from: 8am
Appointments: 1:30pm- 6pm (SWC only)
(2pm – 6:30pm at all other sites)
Appointment Duration: 15 Minutes
Appointment Type: Face-to-face

What for?

Inclusion/ Exclusion Criteria

<h3>Suitable Referrals</h3>	<h3>Exclusions</h3>
<p>GP appointments: Any Age ANP Appointments: 5+ (excluding pregnancy)</p> <p>Symptoms including:</p> <ul style="list-style-type: none">✓ Coughs, COPD/ Asthma exacerbations✓ Ear symptoms, sore throat, sinusitis✓ Headaches, dizziness✓ Abdominal pain, D&V, PR bleeding✓ Rashes, insect bites, skin lesions✓ Urinary symptoms✓ Genital discharge/ pain/ lesions✓ Joint pain/ swelling✓ Eye pain, swelling, discharge	<ul style="list-style-type: none">✗ Telephone Consultations✗ Follow up appointments (e.g.: test results)✗ Dressings/ wound care- CLCH Soho Square appointments available for this on S1✗ Life-threatening symptoms/emergencies: eg: chest pain, non-blanching rash with fever✗ Mental Health✗ Discussion of blood results requested by registered practice.✗ Ongoing management of long term conditions✗ Medication reviews✗ Letters/ Routine referrals /sick notes✗ Vaccinations (including travel)✗ Patients with complex needs for whom continuity of care at their registered practice would be preferable or beneficial✗ Routine nursing care- e.g.: blood tests, smears, health checks

Additional Access Appointment Utilisation

	April 2024	May 2024	June 2024
Total Slots Offered	1,158	1,582	1,564
Unused Slots	28	282	195

April - June 2024, **88.27%** / **3,799** of total slots offered were utilised.

Total number of slots offered were at the *Additional Access hubs:

- Lisson Grove Health Centre
- Marylebone Health Centre
- Paddington Green Health Centre
- South Westminster Centre
- St John's Wood Medical Centre

**The slots offered were bookable by the practices*

Challenges

TEAM - We recognise having a knowledgeable and consistent team is key to delivering good services. We now have a dedicated admin team and salaried clinician recruitment is ongoing. In the meantime, we are using a small pool of locum clinicians to meet the needs of our patients.

LOCATIONS - Some patients are not able to travel to all of the locations. We are working on reviewing the sites of the service with a view to adding more in the future.

LANGUAGES - Currently, a language interpreter service is available for clinicians to access. Being able to speak directly in a patient's first language is ideal but as evidenced across healthcare, recruiting clinicians is a challenge.

Feedback on Additional Access Service



Patient Feedback: 94% of patients who responded to the survey their appointments between April and June 2024 would recommend the service to others.

Comments on the service: “Thank you for the quick appointment as well as the efficient and professional service. ” & “I was helped on time and got some tests as follow-up. Very efficient”



Practice Feedback: Plan for September 2024



Feedback from GP delivering AA: Overall positive as patients often comment that they appreciate being seen on the same day. Some do complain inevitably because they have been booked into the service incorrectly not based on the SOP by reception staff from practices without being vetted by their GP. Therefore ultimately they end up being disappointed when things can not be done. Such as prescribing mental health medication or sleeping medication. As the service has progressed you see fewer of these patients however so I would say overwhelming positive reaction
No issues with delivering the service in general i.e. Inputting Clinical activities in system one

Discussion Q1.

Do you have any personal experience or positive feedback about using Additional Access?

Discussion Q2.

What do you think are the barriers to using
Additional Access appointments?
How can we overcome these?

Thank you for coming!

The next meeting is on 15th October 2024
and location is TBC.

Please send any queries to
hcl.ppg@nhs.net

