

A solid blue horizontal bar spanning the width of the page.

SEVEN DAY ACCESS SERVICE EVALUATION (JUNE 2017)

Authors:

Jenny Mazarelo – Head of Primary Care

John Piesse – Primary Care Development Manager

Peter Lathlean – Primary Care Development
Manager

Contents

Executive Summary	2
Introduction	2
Key Findings	2
Recommendations	3
Background.....	4
Service Locations.....	4
Data Collection.....	5
Key Findings	5
North East Activity by Hub	5
North East Locality Activity	6
Utilisation of Primary Care Access Services	6
Friends and Family Test	7
Waiting Times.....	7
Convenience of Appointment.....	8
Age profile	8
Employment Status	9
Alternative Providers	9
Overall experience of the service.....	10
Conclusion	10

Executive Summary

Introduction

This evaluation report has been completed by Enfield CCG to highlight patient experience and key findings collated from the first six months of the Seven Day Primary Care Access Service.

Following the launch of a restricted list-based procurement for up to four hubs across Enfield on 4th November 2016, three Primary Care Access hubs were commissioned to provide services from 6.30pm – 8.00pm Mondays to Fridays and 8.00am – 8.00pm Saturdays, Sundays and Public Holidays. The service operates from:

- Carlton House Surgery opened on 27th February 2017
- Evergreen Primary Care Centre opened on 1st December 2016
- The Woodberry Practice opened on 27th February 2017

A hub in the North East of the borough was not commissioned, as an accessible location was not proposed by the applicant. However, the CCG's Procurement Committee asked that an evaluation be completed in June 2017 to assess how well the three hubs were being used over the first six months of service and to support consideration of whether a hub in the north east of the borough was needed.

Part of the GP Access Funding received from NHS England to implement the seven day service was used to establish a service infrastructure comprising:

- Single Point of Access call handling (Tel: 03000 333 666)
 - A dedicated telephone number available at hub opening times to ensure that patients could book an appointment at a time and location most convenient to them
- EMIS Web Clinical Services
 - An IT arrangement that provides:
 - practices with the opportunity to offer and book patients an appointment at any of the hubs; and
 - the hubs with access to the patient's medical record if the patient consents to this.

Key Findings

- Patients registered with all 48 of Enfield's GP Practices were seen by the service;
- 1,032 patients registered with a GP Practice in the north east of the borough were seen at one of the hubs. This was 16.5% of all patients seen by the service and accounted for:
 - 50% of all patients seen at Carlton House Surgery,
 - 18% of all patients seen at Evergreen Primary Care Centre, and
 - 6% of all patients seen at The Woodberry Practice
- 50% of patients were seen within five minutes of their appointment time
- 94% of patients reported that their appointment time was convenient
- The main users of the service were between 25 – 54 years of age
- The main users of the service were in full-time or part-time paid work or full-time education
- The service was most utilized on weekdays
- The service was least utilized on Sundays

- 91% of patients completing a survey were positive about their experience
- 81% of patients completing a survey reported that they would recommend the service to friends and family
- The top five reasons for patients booking an appointment were upper respiratory tract infection, cough, repeat medication, back pain and urinary tract infections.
- Patients failing to attend for a booked appointment ranged from 12.5% to 28% of total capacity

Recommendations

The recommendations from the evaluation are:

- Current utilization activity levels do not support commissioning a further hub in the north east locality at this stage. It is proposed that this decision is reviewed with a further service review being undertaken in December 2017;
- On the basis of Sunday utilization, the following will be implemented:
 - Practice nursing provision on Sundays in all three hubs will be decommissioned;
 - Current capacity of two GPs at Evergreen Primary Care Centre and two GPs at Carlton House Surgery on Sundays will be reduced to one GP at each site;
 - Current capacity of two GPs at The Woodberry Practice on Sundays will be decommissioned;
 - Capacity released from decommissioning GP and Practice Nurse appointments on Sundays will be reinvested in increasing the number of weekday evening appointments at all three hubs.
- Enfield and Haringey CCGs will work with local urgent care providers, particularly North Middlesex University Hospital and Royal Free London NHS Foundation Trust to improve signposting and direct booking of patients into the hubs to alleviate pressure on local A&E and Urgent Care Centres.
- The CCG will deploy text messaging reminder services in an attempt to reduce the number of patients booking an appointment, but failing to attend.
- The CCG will deploy patient experience survey collection by text to further enhance feedback received in respect of the service.
- A second service evaluation is completed in December 2017 to re-assess how well the three hubs are being used and to support consideration of whether a hub in the north east of the borough is needed and if there are any other changes that would improve access for Enfield residents
- Review of utilization at each of the hubs should be undertaken as part of the usual monthly contract management arrangements, so that the CCG and hub providers can maximise utilization by making interim agreed changes to provide appointments where the demand exists and thus improving access for patients.

Background

Following the introduction of the GP Forward View in April 2016 and availability of General Practice Access Funding in October 2016, the CCG sought to commission a seven day primary care access service for the patient population registered with an Enfield GP Practice and those who had moved to Enfield, but had not yet registered with a GP.

The benefits of this new service were anticipated to be:

1. A system that could respond to patients more quickly, so that an improvement in patient satisfaction with regard to access is delivered
2. A primary care system that could offer accessible, co-ordinated and proactive care from 8am to 8pm seven days a week
3. Enhanced primary care provision that supported the urgent care system

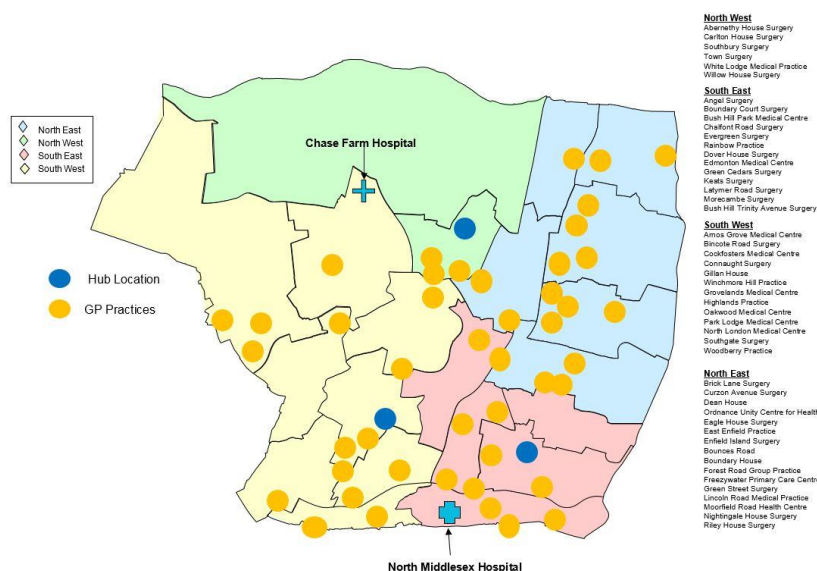
The CCG launched a restricted list-based procurement on 4th November 2016, as a result of which three applications to deliver four access hubs were received.

Service Locations

Three Access Hubs were commissioned to provide services from 6.30pm – 8.00pm Mondays to Fridays and 8.00am – 8.00pm on Saturdays, Sundays and Public Holidays. Proposed sites were visited and assessed against the following criteria:

- ✓ Compliance with the Disability Discrimination Act, Health and Safety, Care Quality Commission and Infection Control and Prevention.
- ✓ In close proximity to community pharmacies for dispensing of prescriptions and sale of over the counter medication
- ✓ Availability of parking for patients and good public transport links

The map below highlights the site locations of the Hubs (marked in blue), the GP Practices (marked in yellow) and the unscheduled care services (marked as a cross).



Carlton House Surgery	28 Tenniswood Rd, Enfield EN1 3LL
Evergreen Primary Care Centre	1 Smythe Cl, London N9 0TW

The Woodberry Practice	1 Woodberry Ave, London N21 3LE
------------------------	---------------------------------

A hub in the North East of the borough was not commissioned, as an accessible location was not proposed by the applicant.

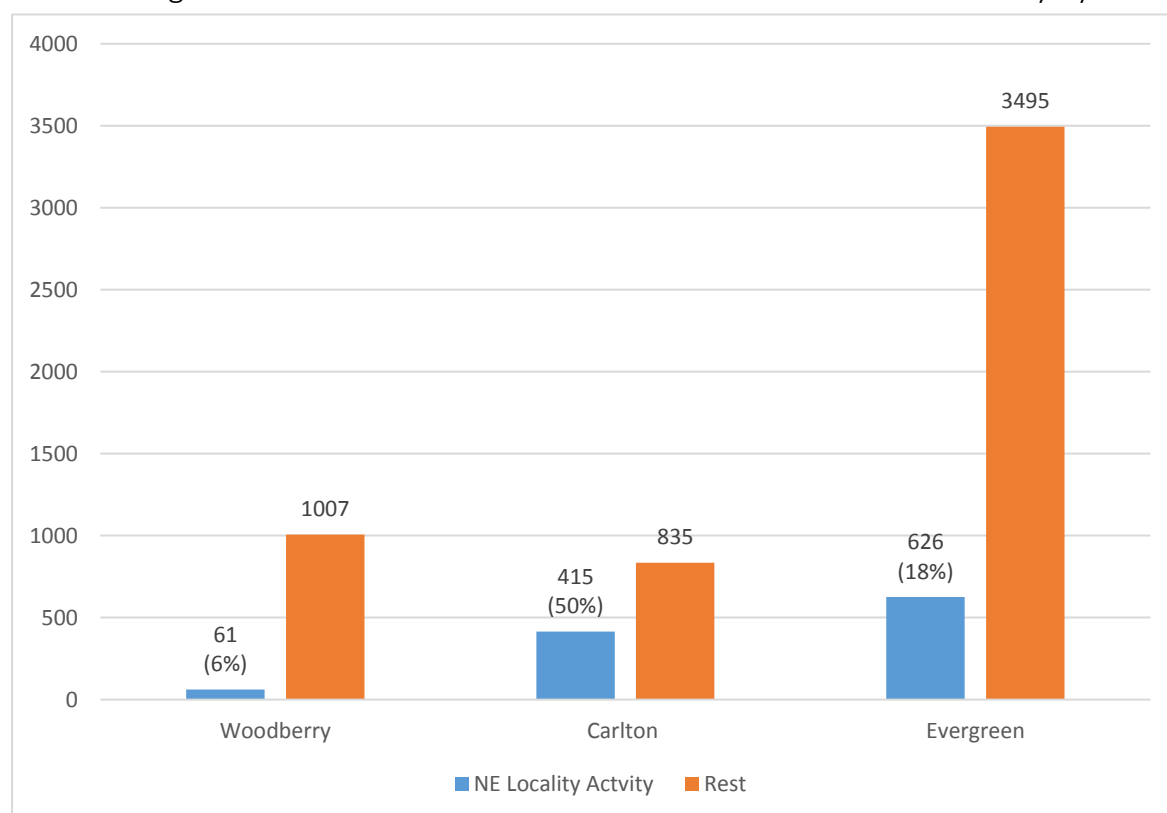
Data Collection

The four sources of data used in this evaluation are:

- Patient experience survey results from 1st December 2016 to 30th April 2017
- Key Performance Indicator reports from both providers from 1st December 2016 to 31st May 2017
- Edmonton Walk In Centre activity data from 1st January to 30th June 2017
- A&E trend analysis from April 2015 to April 2017

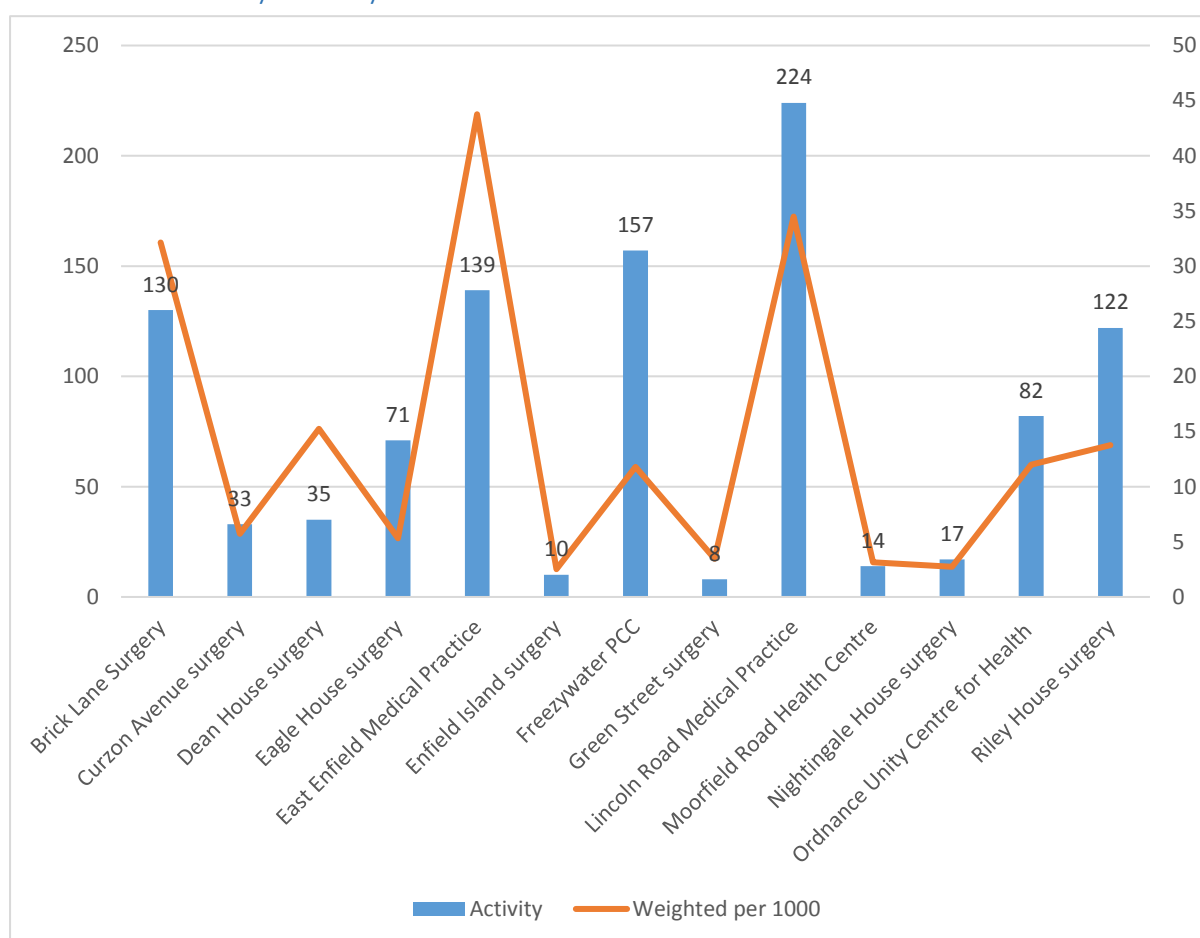
Key Findings

Patients Registered with a GP Practice in the North East of Enfield - activity by Hub



This demonstrates that the Evergreen hub is the most popular in terms of patient attendances and Carlton House Surgery by proportion of patient attendances.

North East Locality Activity



The above chart shows total activity (blue bar), per practice in the North East Locality. The weighted per 1000 (orange) line shows patients accessing the seven day services compared to practice list size. All orange lines above the blue bar demonstrates a higher user of access hub services per weighted population, lines below the blue bar reflect lower use.

In Summary:

- Patients from all 13 North East Locality practices have accessed the primary care access services to a varying degree, predominantly at Carlton House Surgery (accounting for 50% of attendances there) and Evergreen PCC (accounting for 18% of all attendances).
- Patients from Dean House, East Enfield Medical Practice and Brick Lane Surgery are the highest users (per weighted population) across the locality.
- Patients from Eagle House, Freezywater PCC, Lincoln Rd and Riley House are the lowest users across the locality.

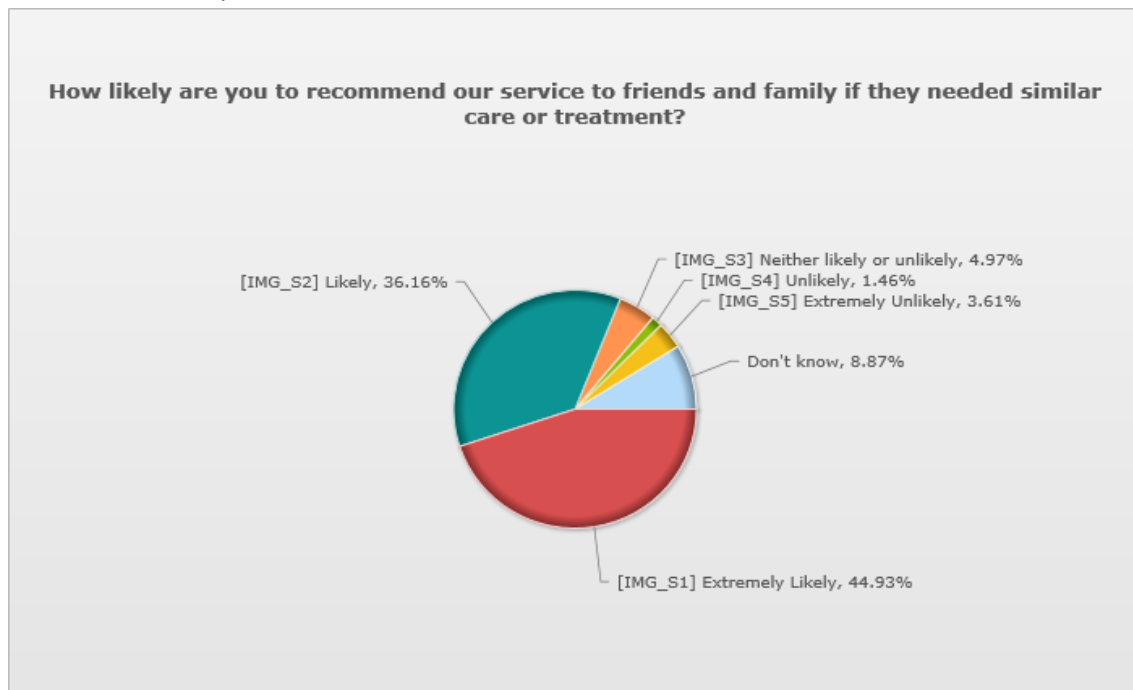
Utilisation of Primary Care Access Services

weekday utilisation	Saturday utilisation	Sunday Utilisation
66% to 71%	36% to 51%	8% to 23%

Weekday services are the most utilised – with Sunday provision the least utilised. While Enfield recognises these services remain embryonic in nature, weekday demand has been

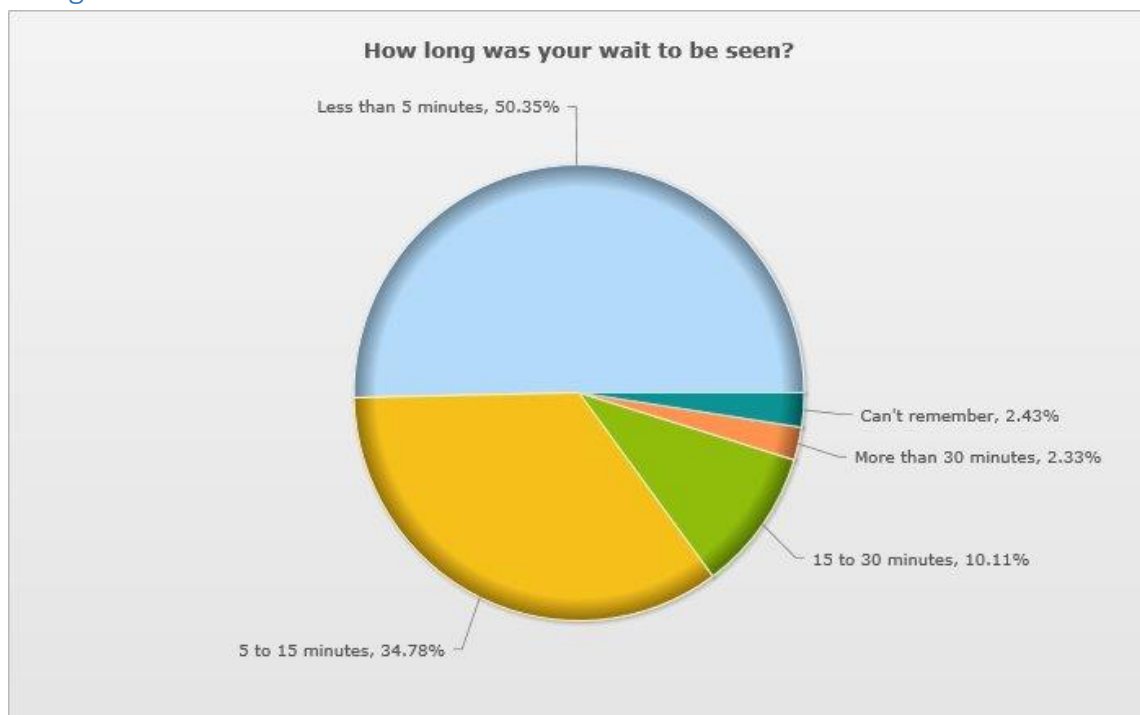
high and demand on Saturdays has started to improve. Sunday provision remains poorly utilised.

Friends and Family Test



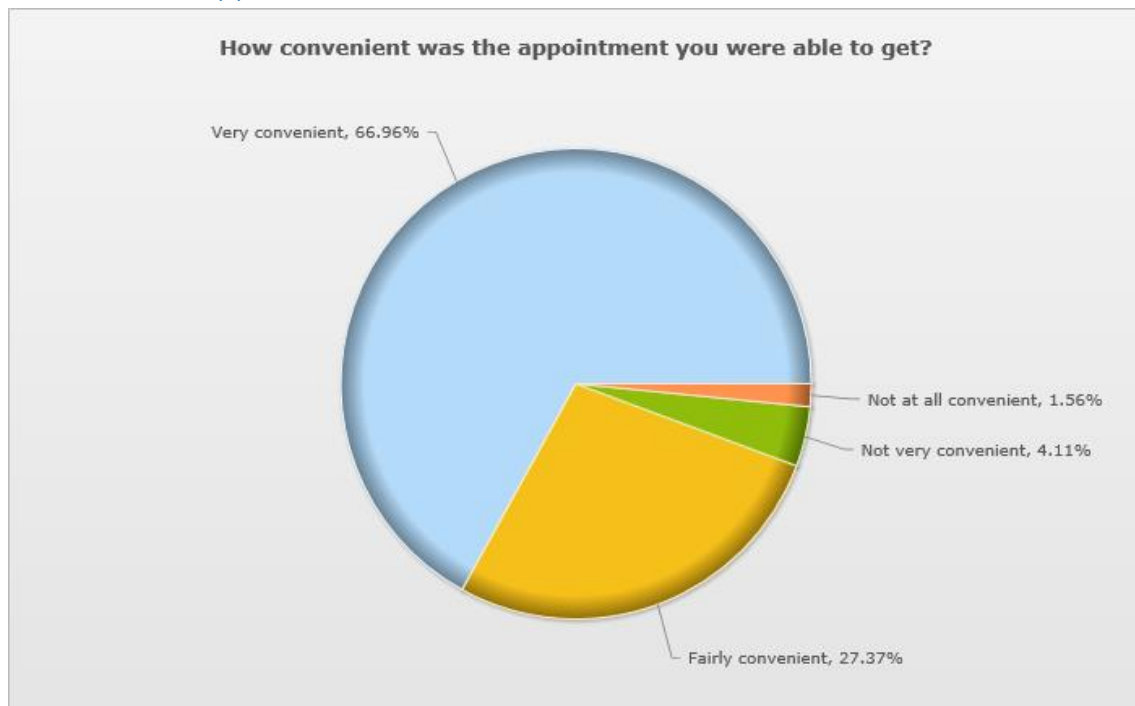
Overall the Primary Care Seven Day Access service scored 81 per cent, which is in line with London general practice of 87%, Royal Free A&E of 85% and better than North Middlesex A&E at 48%. While Friends and Family Test results cannot be directly compared, it demonstrates the service is delivering high quality patient experience.

Waiting Times



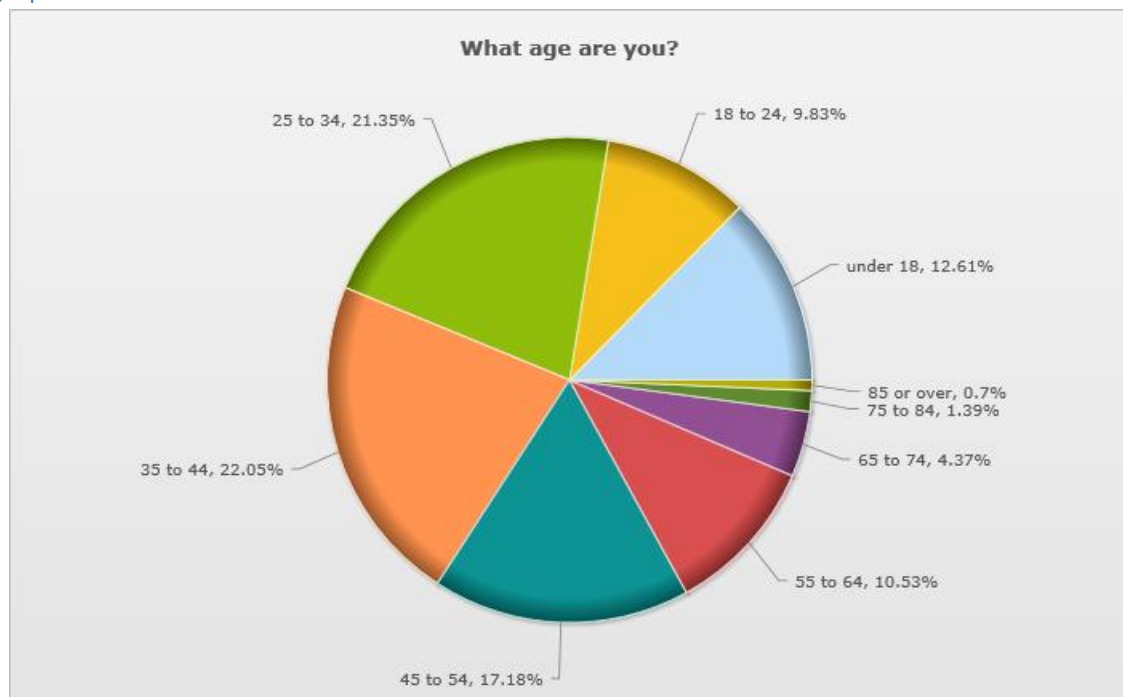
Fifty per cent of patients were seen within 5 minutes of their appointment time. Only 2% waited beyond 30 minutes.

Convenience of Appointment



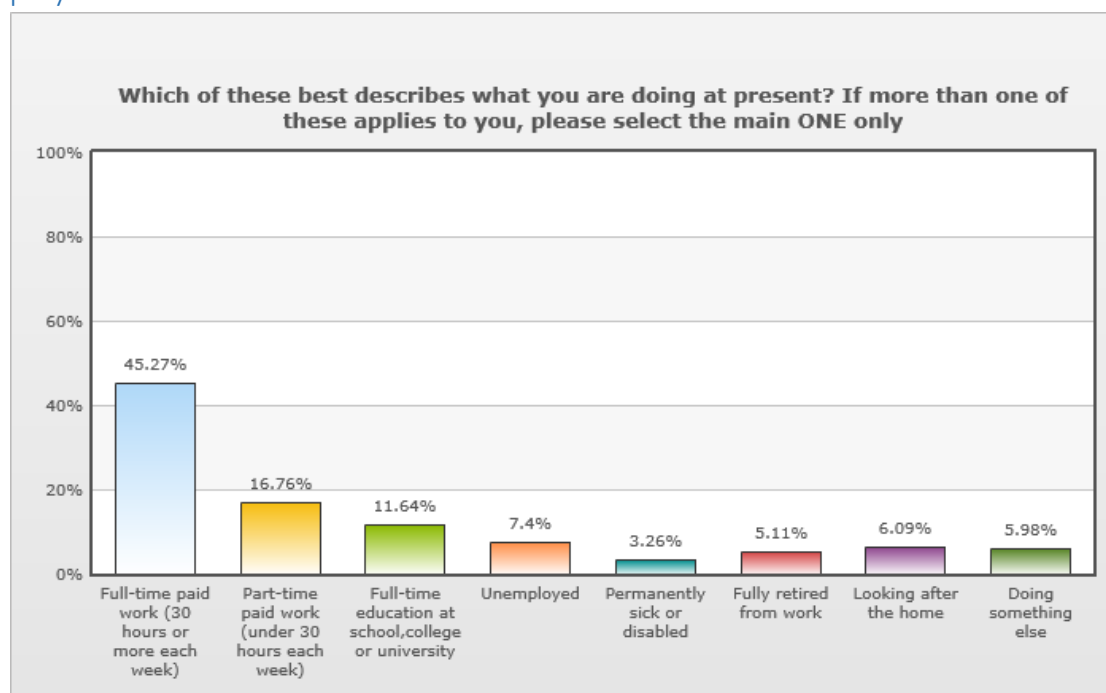
Ninety four per cent of patients found their appointment time convenient. One of the main compliments the service received from patients, was the satisfaction to have been able to phone and book an appointment and be seen by a GP within the hour.

Age profile



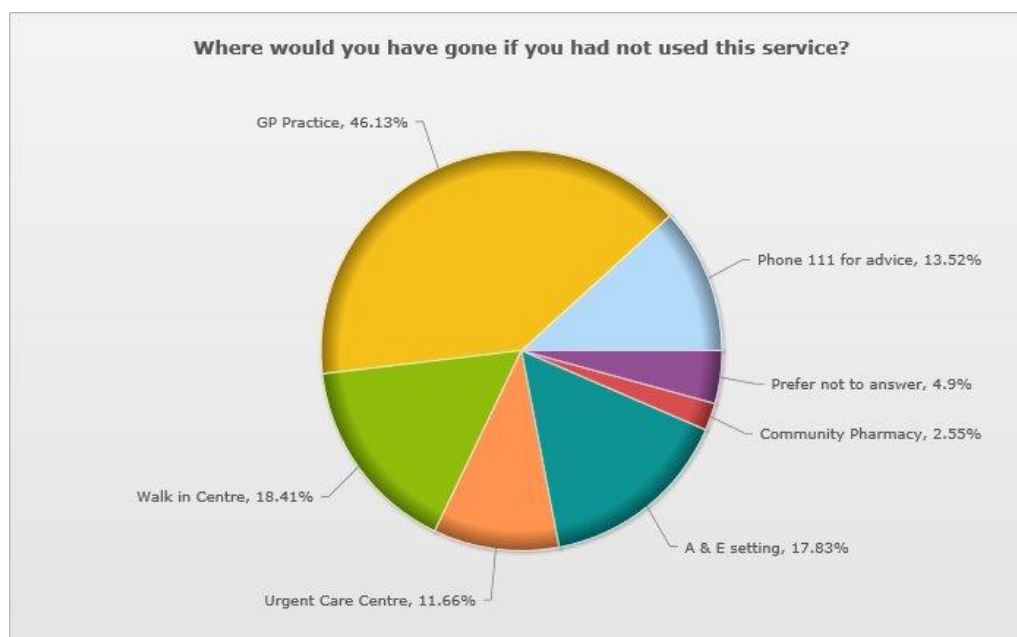
The service has catered for all age ranges, however 35 to 44, 25 to 34 and 45 to 54 were the main service users of the service respectively.

Employment Status



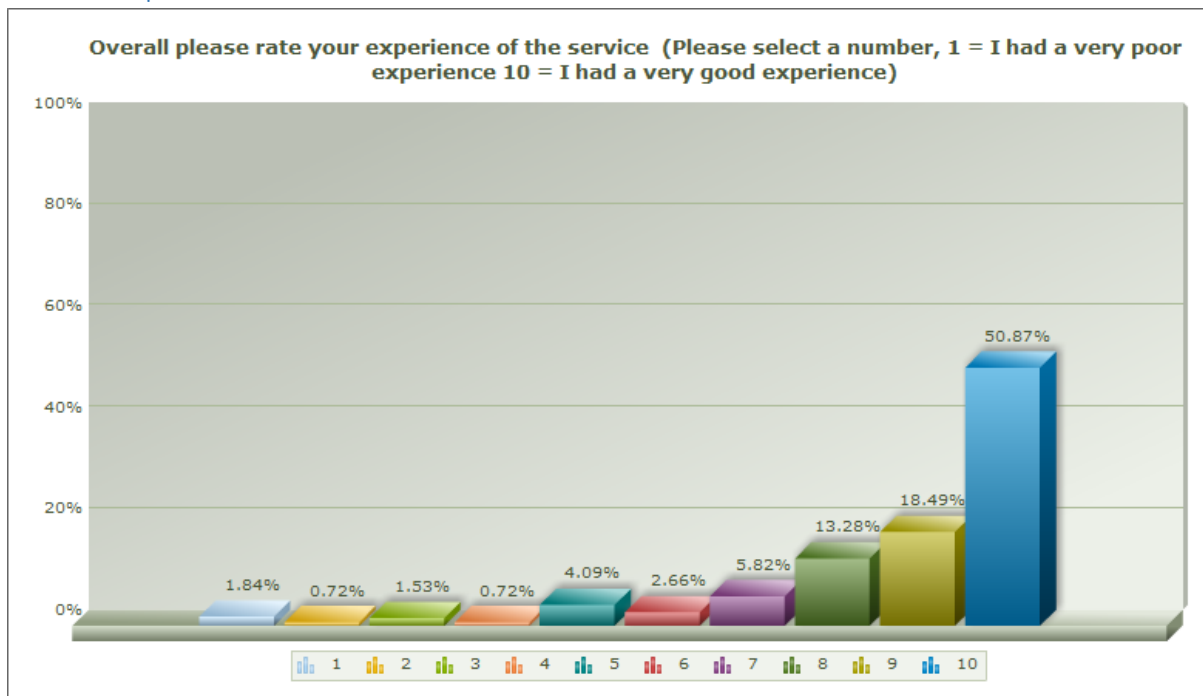
The main service users are Enfield residents in full-time paid work, part-time paid work or full-time education.

Alternative Providers



The emerging patient experience demonstrates the service is absorbing a mixture of primary care and unscheduled care service demand.

Overall experience of the service



Fifty one per cent gave the service 10 out of 10, overall 91% of patients rated the service positively.

Conclusion

The first six months of service delivery demonstrates that of those patients using the service, the vast majority had a positive patient experience. The return rate of patient experience surveys has been approximately 1 in 6 which is a typical collection rate, however with over 1,000 responses to date, the survey has provided a wealth of information that we can use to assist in forward planning of this service.

Utilisation data coupled with patient experiences demonstrates that:

- The Evergreen Hub, which has been open the longest is demonstrating that weekday capacity is rapidly filled, Saturday demand is increasing monthly, while Sunday is considerably underutilised
- Carlton House Surgery and The Woodberry Practice are similar in general outcomes with weekday provision the most utilised, followed by Saturday and Sunday. In the west there is a correlation in both hubs that mornings are preferred to afternoon and evening appointments
- As anticipated, patients registered with practices in the north east locality readily accessed the service from Carlton House Surgery and Evergreen Primary Care Centre

On the basis of evaluation findings, and following approval by the Clinical Commissioning Group's Procurement Committee in July 2017, we will be making the following changes to the service:

1. Sunday access will be reduced to match the level of demand. The service will remain open 8am to 8pm at Carlton House Surgery and Evergreen PCC. The capacity released will be reinvested into offering more weekday appointments at all three Hubs. This will improve the availability of access on a weekday evening when demand is highest (see Recommendations section).
2. Text reminder services will be deployed to send confirmation of appointment time, location and the ability to cancel the appointment if no longer required. This will ensure patients are reminded of their time and location for their appointment. Though rare, there have been some occasions where patients have attended a different Hub location to that at which their appointment has been booked. In these situations, all patients have been seen, but we hope this will further improve patient experience of the service. In addition we anticipate this will help reduce the 'did not attend rates' making the best use of the finite investment and maximise access for Enfield residents as those appointments can be offered to other patients.
3. Deploy text based patient survey questionnaires to complement the paper-based collection method. We recognise that not all patients want to linger after their consultation to complete a paper based survey. For those that provide a mobile contact number they will be offered the opportunity to complete the survey online. It is hoped that this will improve the survey collection rate, and as experience is collected in real-time, the CCG will be able to respond more quickly to feedback about the service.