

HEALTH AND WELLBEING BOARD	AGENDA ITEM No. 5
12 JUNE 2017	PUBLIC REPORT

Report of:	Greater Peterborough Network (GP Federation)		
Contact Officer(s):	Mustafa Malik	Tel. 07801	393230

INCREASED 7 DAY GP ACCESS

R E C O M M E N D A T I O N S	
FROM: Greater Peterborough Network	Deadline date: N/A
<p>It is recommended that the Health and Wellbeing Board:</p> <ol style="list-style-type: none"> 1. Note the Greater Peterborough Network's service in offering Primary Care extended access, seven days a week, to all residents of Greater Peterborough. 2. Note that patients can access seven day Primary Care services both in the weekday evenings and all day at weekends and bank holidays. 3. Note that Greater Peterborough Network's Hub now hosts Solutions for Health Peterborough offering advice and coaching on diet, smoking cessation, alcohol reduction and weight management, providing patients with holistic care. 4. Note that the Greater Peterborough Network is in discussions with a range of partners about hosting evening and weekend appointments at the Hub for matters such as debt and legal advice. 	

1. ORIGIN OF REPORT

1.1 This report is submitted to the Board from Mustafa Malik, Chief Executive Officer of Greater Peterborough Network.

2. PURPOSE AND REASON FOR REPORT

2.1 The purpose of this report is to inform the committee of the seven day extended primary care service as well as a background more broadly into Greater Peterborough Network.

2.2 This report is for the Board to consider under its Terms of Reference No. 3.9:

To keep under consideration, the financial and organisational implications of joint and integrated working across health and social care services, and to make recommendations for ensuring that performance and quality standards for health and social care services to children, families and adults are met and represent value for money across the whole system.

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
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4. BACKGROUND AND KEY ISSUES

4.1 Background

Who is Greater Peterborough Network?

Greater Peterborough Network Limited (GPN) was set up in late 2015, with the initial purpose of being a vehicle for delivery of the Prime Minister's Challenge Fund (PMCF) bid which the Peterborough System had been awarded earlier that year.

This funding was for local GPs to develop and trial different ways of working within primary care to improve access and patient care; looking at how primary care can support patients and other services at weekday evenings and weekends; providing online access to primary care advice; and increasing capacity within primary care.

Effective delivery of the bid required an organisation to hold the contract with NHS England, manage and oversee the funds, and to co-ordinate with local Practices for service delivery. It also allowed for the development of an appropriate set of governance processes for oversight of the funds and associated work to be put in place.

The organisation is made up of 28 individual Practices involved in trialing new ways of working within primary care. Greater Peterborough Network is governed by a Board of Directors comprising of 6 GPs from across Greater Peterborough along with a Non-Executive Director and an appointed Chief Executive Officer.

Accessing The Service

Greater Peterborough Network provides extended primary care access Monday – Friday 6.30pm-8pm and 9am-5pm at Weekends and bank holidays.

The service is delivered 7 days a week from a central location (Boroughbury Medical Centre, Craig Street, PE1 2EJ) for all patients registered with a GP Surgery across Greater Peterborough.

Patients can telephone their own Practice, and be offered the opportunity to book an available appointment either at their Practice where available or at the Hub irrespective of which local surgery you are registered within Greater Peterborough.

Patients can also contact 111 and where appropriate, will be offered same day appointments within the Greater Peterborough Network Hub.

Service Model

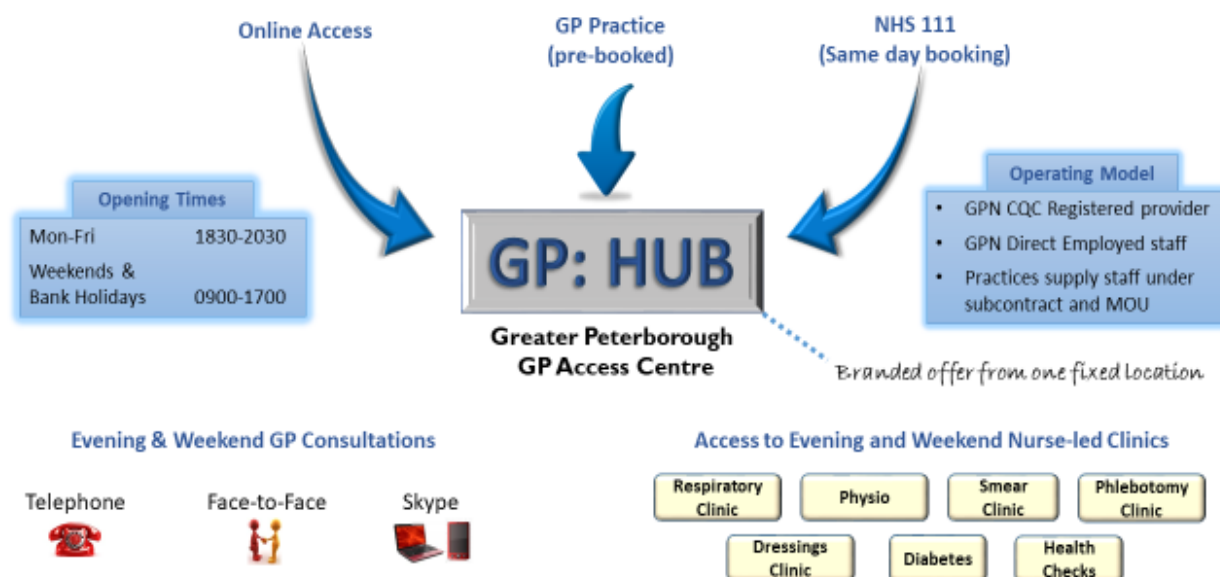
The service is delivered by a range of Clinicians ensuring that patients are treated by the most appropriate clinician ranging from a GP to a Specialist Nurse to a Phlebotomist.

The service delivers a range of services that patients can be treated for, from routine and general illnesses to specialist nursing services such as cervical smear.

Also for patients requiring blood to be taken, a Phlebotomy service is also offered. This is popular with patients at the weekend who require to fast prior to testing.

Please see below diagram for an overview of services offered as well as how to access them.

GP Access Fund Year 3 Model



***Please note that work on video consultations requires further work**

5. CONSULTATION OR ENGAGEMENT

- 5.1 The service was initially commissioned jointly by NHS England and Cambridgeshire & Peterborough Clinical Commissioning Group (CAPCCG) but recently with primary care commissioning responsibility delegated to CAPCCG they are sole commissioner. The service has been defined by the commissioners, we have developed the services and clinics available to patients within the extended period jointly with commissioners and patients, meeting with local surgery Practice Participation Groups (PPGs) throughout November 2016 to January 2017.

We also have feedback forms available at the reception desk where we actively encourage patients to feedback their experiences and suggestions for where the service can be improved. With the recent launch of a Facebook page, feedback can also be captured online where others can see any feedback left as well as how we have responded.

Please refer to Appendix A : Leaflet explaining the service and how to access it
Appendix B: Poster increasing awareness of the service

6. ANTICIPATED OUTCOMES OR IMPACT

- 6.1 We now deliver more than 500 appointments per week for all patients registered with a local GP surgery and anticipate the number of weekly appointments offered to increase as awareness of the service increases.

With increased awareness, it is anticipated that patients who attend the local Emergency Department with conditions suitable for primary care may not do so as they can access a GP appointment on the same day, seven days a week.

Also, with the 111 service able to book patients into same day appointments, it is anticipated that this will also reduce the number of patients who attend the Emergency Department as they will be offered a same day GP appointment.

7. REASON FOR THE RECOMMENDATION

- 7.1 The Health and Wellbeing Board are recommended to note Greater Peterborough Network's service in offering primary care extended access, seven days a week, to all residents of Greater Peterborough.

8. ALTERNATIVE OPTIONS CONSIDERED

- 8.1 NONE

11. APPENDICES

- 11.1 A : Leaflet explaining the service and how to access it
B: Poster increasing awareness of the service