

# **REPORT FOR: HEALTH AND WELLBEING BOARD**

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**Date of Meeting:** 1 November 2018

**Subject:** Development of the GP Access Centre at Alexandra Avenue Medical Centre

**Responsible Officer:** Tom Elrick.  
Assistant Managing Director, Planned and  
Unscheduled Care  
NHS Harrow CCG

**Public:** Yes

**Wards affected:** All

**Enclosures:** None

## **Section 1 – Summary and Recommendations**

This report sets out an update for the board on the development of the General Practice Access Centre (GPAS) at the Alexandra Avenue Medical Centre in South Harrow

Recommendations:

The paper is intended to provide information on the service development

## Section 2 – Report

### Background

Harrow CCG currently commissions three Walk-in Centres that offer treatment for minor illnesses and very minor injuries, the Centres are GP led but **do not meet the core criteria required to be a Minor Injury Unit, or Urgent Treatment Centre**. The services operate from 8am to 8pm, 7 days per week including bank holidays. The service is available for all patients irrespective of whether they are registered with a GP. The service is also available for non-Harrow residents.

In line with NHS England strategic service delivery development, all Clinical Commissioning Groups have been instructed to develop a GP Extended Access model of care. Essentially the model is focused on improving access to primary care from 8am until 8pm, 7 days per week, 52 weeks per year. This was in the form of additional **pre-bookable appointments for patients registered with a Harrow GP**. The GP Access centre is designed to mirror services delivered within General Practice.

The GP Forward View published in April 2016 set out plans to enable clinical commissioning groups to commission and fund additional capacity across England to ensure that, by 2020 everyone has improved access to GP services including sufficient routine appointments at evenings and weekends to meet locally determined demand, alongside effective access to out of hours and urgent care services.

NHS England has committed to achieving 50 per cent national coverage by March 2018 and 100 per cent of the population by March 2019.

To utilise the appropriate funding allocation for the delivery of extended GP access arrangements, the provision must meet the requirements of the agreed London Specification for Improved Access; ensuring compliance in five core areas:

- Appointments
- Inequalities
- Access
- Measurement
- Digital

The service specification requirements for the delivery of GP Extended Access are different to those of Walk-in Centres with one of the key differences being that GP Extended Access pre bookable appointments are available for the areas (CCG) registered population.

**Current situation:**

NHS Harrow CCG at present commissions three dedicated Walk In facilities:

**Alexandra Avenue Walk in Centre** is located at the Health and Social Care Centre and originally commenced in April 2009 as a Polyclinic. In March 2015 the service changed to being open from 8am-8pm 7 days per week. The provider of this service is the Ridgeway Surgery.

**The Pinn Walk-in Centre** commenced in May 2009 on the opening of a newly built Pinn Medical Centre. The service is available from 8am to 8pm, 7 days per week. The provider of this service is The Pinn Medical Centre.

**Belmont Walk-in Centre** opened as a new facility in November 2016. The CCG had tried several times over the previous 5 years to procure a Walk-in service in the East of the borough, however were unsuccessful. The service is commissioned by Harrow CCG. The provider of the service is Harrow Health Community Interest Company, a Harrow Organisation which represents its members who are Harrow GPs. The service, located within Belmont Health Centre shares the premises with 3 GP practices, Belmont Health Centre, Enterprise Practice and the Circle Practice.

**Why a change is needed**

At Harrow CCG, we make our decisions based on the best outcomes for the patient and wider community. This is particularly true for patients with Chronic Health Conditions such as heart or lung disease, Diabetes or vascular problems. All evidence demonstrates that General Practice is the service which can provide optimum long term management of patients. With this in mind, the CCG has chosen to implement the GP Access Model at the Alexandra Health Centre.

Additionally, there are times throughout the day that the Alexandra Health Centre Walk In facility does not see enough patients and other times when the centre is seeing too many patients. By offering appointment slots throughout the day we can ensure that we are fully using the service at all times of the day and evening - managing the flow of patient demand better. By pre-

booking an appointment, patients are also guaranteed to be seen as soon as they arrive and at a time that works for them and their daily commitments.

Moreover, when visiting a walk-in service it is best-practice and always advisable to call ahead to make sure that the service is the right place to treat your condition and that there is capacity to see you when you arrive. By asking patients to book, we are ensuring that we implement best-practice and importantly make sure that patients get the right care, at the right time, and in the right place, by advising them when they call their GP surgery or NHS 111. This might mean that we advise a patient to see a GP or nurse at the Alexandra Avenue Health Centre or that they can seek help at the local pharmacist or need to receive urgent/emergency treatment at an Urgent Care Centre or A&E.

The Alexandra Avenue Health Centre currently sees walk-in patients from Ealing, Hillingdon and Brent, placing additional pressure on the service. However, from 1 November we will be offering appointments to patients registered with a Harrow GP only. Ealing, Hillingdon and Brent patients have access to pre-bookable GP appointments in their boroughs that are also accessible by calling their GP surgery or NHS 111.

The walk-in service is GP-led and treats minor illnesses such as stomach aches, minor cuts and bruises and insect/animal bites. It will continue to be GP-led and treat the same minor illnesses through an appointment service after 1 November. Please see a full list of minor illness below:

- infections and rashes
- emergency contraception
- stomach aches
- vomiting and diarrhoea
- hay fever
- insect and animal bites
- dressing care (not routinely)

- minor cuts and bruises
- minor burns and strains

## **Main options**

### **Other options considered**

Harrow CCG is communicating and engaging with the public so that they understand the changes before they come into effect. This is a key responsibility for us in terms of any changes we make to our services so residents understand fully why we are making the changes and why it will benefit them and the wider community.

The change reflects the population growth within Harrow and ensures that the additional capacity is protected for Harrow residents. The effect of the service changes for Harrow residents is minimal, the centre will continue to be available as the same operational times as the Walk-in Centre. Further to the CCG undertaking a Quality Impact Assessment (QIA) and Engagement and Quality Impact Assessment (EQIA) it was determined that the formal consultation is not required. Significant engagement has begun and is planned to continue in communicating the changes to the residents of Harrow and neighbouring boroughs. The engagement that has been undertaken also includes discussion with Harrow Council's Health & Wellbeing Board on 8th March 2018 and the Health and Social Care Scrutiny Committee on 2nd July 2018.

On Friday 14<sup>th</sup> September, the NHS Harrow CCG team met with Gareth Thomas, MP, to discuss the development of the new GP Access Centre at Alexandra Avenue. The meeting was to allow the CCG to explain the positive impact the centre will have on the long term health of the patients in Harrow. The CCG explained in detail the rationale for the development of the new model and what it expected to see in terms of improved Long Term health outcomes

NHS Harrow CCG has also engaged with the Harrow resident and London General Assembly Member Navin Shah. The CCG provided details of the GP Access service and the decision making processes involved in its development

Harrow CCG has engaged with neighbouring CCGs with regards to the changes from the time these were proposed. The CCGs are fully sighted of the business case to support the proposal and as such the business followed Harrow CCGs robust governance processes prior to approval.

**Implications of the Recommendation**

The GP Access Centre will be based at the Alexandra Avenue Centre and be open from 8am to 8pm, seven days per week. In this respect it will mirror the current Walk In Centre service. The new GP Access centre will see patients in booked appointments – walk in patients will no longer be seen unless in need of immediate necessary treatment. The GP Access centre works much more like a standard GP surgery.

**Financial Implications/Comments**

The GP Access Centre is being commissioned by NHS Harrow CCG and will be funded directly by the CCG. The new service will focus on providing more holistic care to patients, emulating the management of long term conditions provided within General Practice. The activity at the Walk In Centres was primarily driven by a short term “see and treat” approach which, while relieving the symptoms of presenting conditions, did not address the underlying long term cause of the illness. By shifting the focus to a longer term health management programme, the CCG is adopting a more cost effective prevention strategy offering better value over the coming years.

**Legal Implications/Comments**

NA

**Risk Management Implications**

NA

**Equalities implications**

An Equality Impact Assessment has been completed. The assessment is to assess the activities of the centre, and sets out how it will protect people from discrimination on the basis of the following ‘protected characteristics:

Age

Disability

Gender reassignment

Marriage and civil partnership

Pregnancy and maternity

Race

Religion or belief

Sex

Sexual orientation

NHS Harrow CCG is confident that the Equality Impact Assessment sufficiently demonstrates that the centre will prevent discrimination of individuals on the basis of the nine protected characteristics

### **Section 3 - Statutory Officer Clearance (Council and Joint Reports)**

Not required

<b>Ward Councillors notified:</b>	<b>NO</b>
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### **Section 4 - Contact Details and Background Papers**

**Contact:** Tom Elrick, Assistant Managing Director, Planned and  
Unscheduled Care, Harrow Clinical Commissioning Group  
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**Background Papers:** None