

HEALTH AND SOCIAL CARE SCRUTINY SUB-COMMITTEE – 12 JUNE 2019

Update on Alexandra Avenue GP Access Centre – June 2019

Section 1 – Summary and Recommendations

This report provides the committee with a summary of the latest activity at the Alexandra Avenue GP Access clinic In South Harrow.

Recommendation:

There is no decision required. The paper provides the Committee with an update on the activity at Alexandra Avenue GP Access Clinic.

Section 2 – Report

Introductory paragraph

In November 2018, the Walk in Centre (WiC) at the Alexandra Avenue Medical Centre was converted to the GP Access Centre. The primary change to the services was the removal of Walk In Services and the implementation of booked appointments. The appointments are available to patients registered with a Harrow GP. Patients registered with GPs outside of Harrow are directed to the GP Access Centre associated with the borough to which their registered GP is assigned.

Performance

Activity at Alexandra Avenue GP Access Centre

The table tomorrow provides a summary of the volumes of patients presenting at the GP Access Centre between December 2018 and April 2019.

| Dec-18 | Activity | % |
|-----------------------------------------------|-----------------|----------|
| Appointments Offered: | 1502 | |
| Appointments Filled: | 1326 | 88% |
| Appointments Not Filled: | 176 | 12% |
| Patient Did Not Arrive for Appointment | 112 | 7% |

| Jan-19 | Activity | % |
|-----------------------------------------------|-----------------|----------|
| Appointments Offered: | 1490 | |
| Appointments Filled: | 1342 | 90% |
| Appointments Not Filled: | 148 | 10% |
| Patient Did Not Arrive for Appointment | 137 | 9% |

| Feb-19 | Activity | % |
|-----------------------------------------------|-----------------|----------|
| Appointments Offered: | 1381 | |
| Appointments Filled: | 1248 | 90% |
| Appointments Not Filled: | 133 | 10% |
| Patient Did Not Arrive for Appointment | 128 | 9% |

| Mar-19 | Activity | % |
|-----------------------------------------------|-----------------|----------|
| Appointments Offered: | 1504 | |
| Appointments Filled: | 1247 | 83% |
| Appointments Not Filled: | 257 | 17% |
| Patient Did Not Arrive for Appointment | 139 | 9% |

| Apr-19 | Activity | % |
|-----------------------------------------------|-----------------|----------|
| Appointments Offered: | 1480 | |
| Appointments Filled: | 1415 | 96% |
| Appointments Not Filled: | 265 | 18% |
| Patient Did Not Arrive for Appointment | 154 | 10% |

The activity has increased steadily over the five months with a slight dip in March 2019. This was as a result of appointments being ring-fenced for a practice in Harrow which had requested assistance with appointment support.

The percentage of patients failing to attend is remaining static at around 10% - or one in 10 patients. The service provider is working on new models of care to help reduce this volume.

The monthly appointments offered variation is associated with the days within the month.

Weekday utilisation of the service accounts for around 70% of total activity whilst the remaining 30% occurs at weekends.

Weekday uptake of appointments is at almost 100% utilisation. Sunday appoint utilisation, particularly after 12md has been slow to build. It has been running at approximately 70%. The CCG is working with the Urgent Treatment

Centre, NHS 111 and the GP surgeries to increase the use of Sunday appointments.

Onward Referrals

NHS Harrow CCG has been working with the service provider at the Alexandra Avenue GP Access Centre to monitor the emergency activity at the service. The providers record the outcome for every patient, including onward referrals to A&E, 999 Ambulance calls, and referrals to the Urgent Treatment Centre

Alexandra Avenue GP Access Onward Referrals

| Summary Dec 2018 - Jan 2019 | Activity | % |
|-----------------------------------------------|-----------------|----------|
| Appointments Offered: | 7357 | |
| Appointments Filled: | 6578 | 89% |
| Appointments Not Filled: | 979 | 13% |
| Patient Did Not Arrive for Appointment | 670 | 9% |
| 999 Ambulance Requests | 103 | 1.40% |
| Referrals to Acute Hospital A&E | 39 | 0.53% |

Less than 2% of patients were referred to the Acute Hospital. Of those 0.53% were referred to the A&E Department or Clinical Speciality such as Surgery of General Medicine. 1.4% of patients attending the CP Access centre required transfer to the acute hospital via 999 ambulance

Patient Feedback

NHS Harrow CCG has received around 150 responses to requests for feedback on the GP Access Centre. Overall the feedback from patients has been positive. Below is comment provided by a service user.

“The changes to the Alex has been very convenient for me as I am able to arrange a suitable time to book an appointment for my Mother who is 73, due to work and other commitments during the week. I have had difficulties in the past when trying to book a GP appointment at my Mother’s practice within a short time frame, however, The Alexandra GP Access Centre enables be there to support my Mother and the booking system is easy to do via the 111 service. For this I am grateful”.

A more detailed feedback summary will be provided to the committee.

The feedback process is ongoing with the provider seeking user feedback at every opportunity. This feedback is used as part of monthly service review meetings between the CCG and service provider so help reshape the service.

Risk Management Implications

The Alexandra Avenue service has a Risk Register which is supplied to NHS Harrow CCG. The register has risks and mitigation plans, focused on quality impact and business continuity

Equalities implications / Public Sector Equality Duty

The Alexandra Avenue GP Access Centre service has undergone a Quality Impact Assessment as well as an Equality Impact Assessment. Both assessments have been reviewed by the NHS Harrow CCG quality Committee.

Section 4 - Contact Details and Background Papers

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