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Meeting name:	Overview and Scrutiny Committee and Scrutiny Sub-committees
Date	Monday, 16 September 2019

Title of paper	Harrow Walk-in Centre strategy update
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Author/s	Tom Elrick, Assistant Managing Director of Planned and Unscheduled Care, Harrow CCG Pam Clarke, Programme Lead, Harrow CCG			
Responsible Director	Javina Sehgal, Managing Director, Harrow CCG			
Clinical Lead	Dr Genevieve Small			
Confidential	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/> Items are only confidential if it is in the public interest for them to be so

The Committee is asked to:
The Committee is asked to note the update on the review by Harrow CCG of the existing Walk In Centre provision at Pinn Medical Centre and the Belmont Health Centre, and the proposal to change both to GP Access Centres in 2019 subject to Governing Body approval.

Strategic Objectives and Board Assurance Framework
Reduce avoidable hospital admissions and enhance the safety quality efficiency and sustainability of hospital services
Contributing towards a financially sustainable health and care economy through effective management of resources to ensure capability and capacity to deliver.

Summary of purpose and scope of report
Summary
<ul style="list-style-type: none"> • Harrow CCG is reviewing walk-in and wait services provided at Belmont Health Centre and the Pinn Medical Centre • This is in line with guidance from NHS England, and follows the successful transition of the Alexandra Avenue walk-in centre to a GP Access Centre • The timeline for the Belmont Health Centre to become a GP Access Centre is November 2019 as part of the annual contract review • The opening times for the Belmont Health Centre will remain unchanged

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- The timeline for the Pinn Medical Centre is to be determined, subject to clarity on how the current contractual dispute will be resolved
- The messages around equality of access, focus on a service for Harrow patients etc. Inequity and health inequalities
- The CCG will be implementing changes for both walk-in centres within 2019, subject to a Governing Body discussion and approval at the meeting scheduled for 17 September.

National and London context

The system review follows the publication of GP Forward View in April 2016. The document sets out plans to enable clinical commissioning groups (CCGs) to commission and fund additional Primary Care capacity across England. The capacity will ensure that, by 2020 everyone has improved access to GP services including sufficient routine appointments at evenings and weekends. This is intended 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 population 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 area's (CCG) registered population

Local context

In November 2018, the walk-in service at Alexandra Avenue changed from a walk-in and wait service to an appointment only service for Harrow residents. This change followed national NHS guidance to develop GP Access Centres.

Two further Walk in Centres remain commissioned by Harrow CCG:

- Belmont Health Centre
- Pinn Walk In Centre

The services operate 08:00 to 20:00, Monday to Sunday, including bank holidays. As Walk in Centres, both services accept all patients irrespective of whether they are registered with

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a GP. Unlike the GP Extended Access service, the Walk in Centres can be accessed by non-Harrow residents whose registered GP is also outside the borough. At the Pinn Walk in Centre, for example, at least 50% of activity is generated by patients whose registered GP is outside of Harrow.

In May 2019, since the change at Alexandra Avenue, the CCG surveyed service users to gather their feedback and reviewed usage data for the service. Eight out of 10 patients rated their experience at the Alexandra Avenue GP Access Centre as very good or excellent. We are confident, therefore, that the change from a walk-in and wait service to an appointment only service for Harrow residents has been beneficial. We are now proposing to make the same change at the Belmont Health Centre and Pinn Medical Centre.

At this stage, no formal decision has been made by the CCG to change the Walk in Centre at Pinn Medical Centre or at the Belmont Health Centre. However, the CCG is – through its processes and governance – looking to introduce this change to the Belmont Health Centre in November 2019 when there is an opportunity in the contract cycle for this to happen. A decision on the Pinn Medical Centre will be made subject to following clarity on the resolution of a contractual dispute with the practice, though the intention is for this change to be made in 2019.

Reducing inequality of access to GP services for people in Harrow is part of this review. Having two separate walk-in services does not provide fair access for all Harrow residents, and does not make best use of our limited resources. As an example, the Pinn Medical Centre currently operates two walk-in services, one for patients registered with the Pinn Medical Practice only, and a general walk-in service for Harrow registered non-Pinn patients and patients from any other area. Of the patients using the general walk-in service at the Pinn Medical Centre, only 1 out of 3 live in Harrow.

This is why we are looking at ways of commissioning services and appointments that are exclusively for patients in Harrow (see the data below). We are therefore exploring a GP Access Centre/appointment model at the Pinn Medical Centre so services will be provided to Harrow patients only. This will afford greater access for our local population with a dedicated GP appointment time.

Outlined below are activity levels by borough for each of the two walk-in centre sites.

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Belmont Walk In Centre Activity

By CCG

	Nov 16 to Oct 17	Nov 17 to Oct 18	Nov 18 to March 19	Total	
NHS Harrow CCG	15902	17465	7409	40776	82.87%
Not Registered	673	1119	318	2110	4.29%
NHS Brent CCG	713	852	527	2092	4.25%
Other CCGs	700	836	359	1895	3.85%
NHS Barnet CCG	298	517	252	1067	2.17%
NHS Herts Valleys CCG	212	244	100	556	1.13%
NHS Ealing CCG	121	189	86	396	0.80%
NHS Hillingdon CCG	129	123	61	313	0.64%
	18748	21345	9112	49205	100.00%

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PINN WiC Attendances by CCG 2018/19

CCG	Attendances	Percentage
NHS Harrow CCG	8,149	39%
NHS Hillingdon CCG	5,786	28%
Unknown	1,907	9%
NHS Herts Valleys CCG	1,147	5%
NHS Ealing CCG	716	3%
NHS Brent CCG	480	2%
Not Registered	246	1%
NHS Buckinghamshire CCG	168	1%
NHS Barnet CCG	135	1%
NHS Herts Valleys CCG	128	1%
NHS Nottingham City CCG	83	0%
NHS Birmingham and Solihull CCG	69	0%
Untraceable	58	0%
Other CCGs	1,944	9%
Grand Total	21,016	100%

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Contract details

	Provider	Contract start	Type
The Pinn	The Pinn Medical Centre	01/08/16 extension awarded 01/08/18 for 3 years. This contract is included in this proposal.	NHS Standard Contract for general walk-in service for non-Pinn registered Harrow patients and patients from other areas (6 month notice period)
The Pinn	The Pinn Medical Centre	Rolling contract from 1/4/2004. Contract under review as per NHS England mandate – not included in this proposed change.	PMS Contract solely for the use of Pinn registered patients.
Belmont	Harrow Health CIC	01/11/16 extension awarded 01/11/18 for 3 years for a Walk In Centre. GP Access Centre Already operates on minimal hours 10 appointments offered weekdays and 12 appointment offered at weekend days	NHS Standard (6 month notice period)

The Frequently Asked Questions enclosed with this update give further information.

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What are the benefits of this project?

There are a number of benefits to the recommended change :

- Improving patient access to Primary Care / GP services.
- Facilitating continuity of care for patients through shared access to medical records at the GP Extended Access Centre
- Increased availability of appointments for patients registered with a Harrow GP
- Improved value for money through better commissioning

Patient, staff and stakeholder engagement

In May 2019, since the change at Alexandra Avenue, the CCG surveyed service users to gather their feedback and reviewed usage data for the service. Eight out of 10 patients rated their experience at the Alexandra Avenue GP Access Centre as very good or excellent.

Jargon buster

GP – General Practitioner
PMS – Personal Medical Services
WiC – Walk in Centre
CCG – Clinical Commissioning Group

Quality & Safety

There are no identified quality or safety risks associated with the Walk In Centre Services or GP Access Centres.

Equality analysis

An impact assessment is being considered by the CCG’s Quality, Safety, and Clinical Risk Committee on 3 September.

Finance and resources

None

Risk	Mitigating actions
The appropriate risk management processes are in place.	The appropriate risk management processes are in place.

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Supporting documents
Harrow WiC FAQs

Conflict of interests

Following the review of the paper by the main co-ordinating team (secretary; committee chair and executive lead), have any potential conflicts affecting the membership been identified?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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If yes, please identify conflicted individual(s) and confirm what action is being taken, ticking all the actions that apply. If actions differ for more than one conflicted individual, please record this clearly by further naming each individual alongside each action that applies to them.

Name and nature of conflict (describe):

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Action taken:	Please tick one
1. The paper has been withheld from the individual(s) concerned.	<input type="checkbox"/>
2. The individual(s) will not attend the meeting where the paper will be discussed.	<input type="checkbox"/>
3. The paper is being shared; however, the individual(s) will not participate in discussion.	<input type="checkbox"/>
4. The paper is being shared for discussion purposes; however the individual(s) will not participate in, or be present for the final decision	<input type="checkbox"/>

For the avoidance of doubt, the use of the above chosen handling strategy will also be formally recorded by the secretary in the minutes of the meeting to confirm the action that was taken, which shall further be added to the CCG's COI management actions log and made available online alongside the CCG's register of decisions taken.

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Governance, reporting and engagement

Provide a brief overview of where this paper – or work in developing it – has been discussed. Signpost to where in the paper more detail on this can be found.

Name	Date	Outcome and where in the report can you find out more
Harrow Councillors briefing	10 July 2019	Walk-in centres discussed
Meeting with Harrow Council, Councillors and MPs	13 August 2019	Walk-in centre proposals discussed