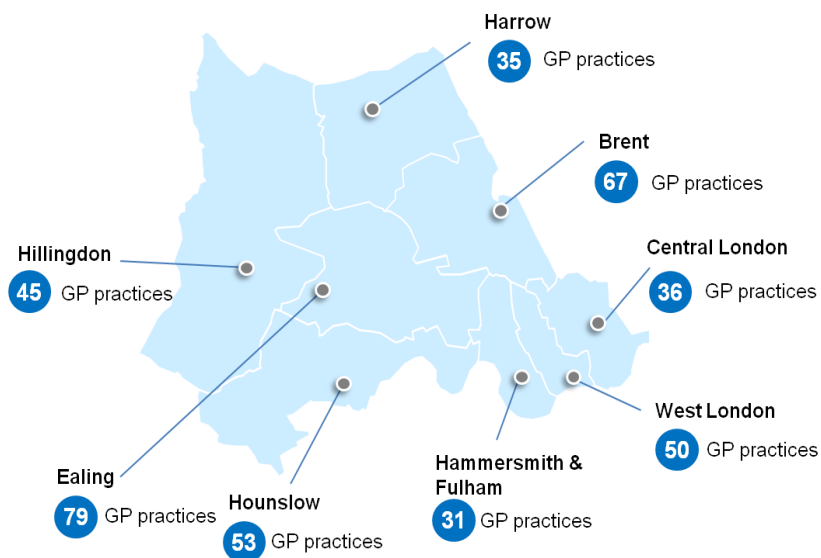


TRANSFORMING ACCESS TO GENERAL PRACTICE: NORTH WEST LONDON

2 MILLION patients
396 GP practices
8 CCGs

Brent, Central London, Ealing, Hammersmith and Fulham, Harrow, Hillingdon, Hounslow, West London

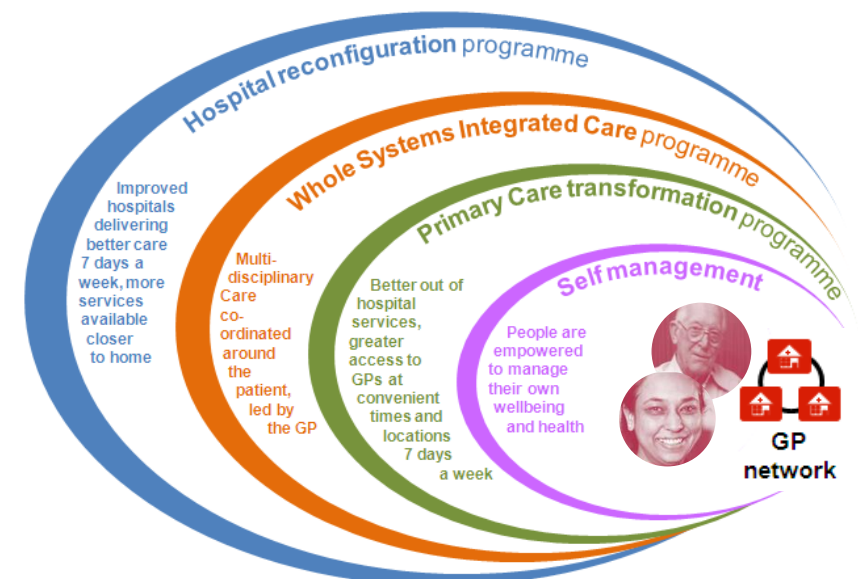
396 practices are participating across NWL...



To offer outcomes as GP networks from April 15...

URGENT CARE	<ul style="list-style-type: none"> Patients with urgent care needs provided with a timed appointment within 4 hrs. Patients with non-urgent needs will be able to contact a clinician within 48hrs by phone, online or in person. Telephone advice and triage available 24/7 via 111.
CONTINUITY CARE	<ul style="list-style-type: none"> All individuals who would benefit from a care plan will have one. Everyone who has a care plan will have a named 'care co-ordinator'. GPs will work in multi-disciplinary networks. Longer GP appointments for those that need them.
CONVENIENT CARE	<ul style="list-style-type: none"> Access to General Practice 8am-8pm (Mon-Fri) and 6hrs/day during the weekend. Access to GP consultation in a time and manner convenient to the patient (via a range of channels including telephone, email and videoconference). Online appointment booking and e-prescriptions available at all practices. Patients given online access to their own records. Online access to self management advice, support and service signposting.

To deliver an NWL model of care built around patients



Service changes we are testing

What are the aims of your pilot?

- Extending access and continuity in the short term (e.g. by end of 14/15 and Challenge Fund)
- Putting the right support in place to nurture and grow GP networks to deliver sustainability in the long term (e.g. benefits fully realised after end of 2014/15 and the end of the Challenge Fund)

We are using £5m NHSE funding and £4m CCG match-funding to help GP networks deliver **Urgent, Continuity and Convenient Care** from 1 April 2015.

What was your vision?

In NWL we believe GPs **working together in networks** will enable GP practices to provide the additional capacity, flexibility, limited specialisation and economy of scale to deliver our model of care around the individual, with more care delivered to patients outside of hospital and closer to home.

We want to **improve quality of care** for individuals, carers and families, **empowering and supporting people to maintain independence** and to lead full lives as active participants in their community.

What new changes are happening?

PMCF has helped NWL GPs to establish networks as **robust provider organisations** with legal status and the organisational development required to enable delivery of **primary care services at scale**. PMCF is helping GPs extend **online and weekend access**:



- Online appointment booking
- Electronic prescriptions
- Online patient access to records
- Phone, email, video consultations
- Sat / Sun access at network level

What's going well?

What are your success factors?

- Nearly **100% of GP practices** are taking part in PMCF across North West London, enabling transformation to benefit nearly 2m residents.
- Our PMCF outcomes closely align with existing transformation – *Shaping a Healthier Future* and *Whole Systems* – making PMCF an enabler of the change we know GPs and patients want.
- £4m **match-funding** by 8 CCGs is helping to make change **sustainable**, and put in place the building blocks of change that will outlast 14/15.

What have been your key achievements?

PMCF has helped **accelerate the pace of network development**, via organisational development. All 8 CCGs offer **weekend access**, and are using PMCF to offer this from at least one practice per network:

- Weekday evening GP appointments and weekend appointments now available to all **Brent** patients.
- 4 **Central London** practices provide weekend walk-in clinics for all residents. Trialling Skype appointments.
- 3 **Ealing** practices opening at weekend by end of 2014 to serve Acton, Southall and Greenford.
- From November 5 GP surgeries in **Ham & Fulham** will offer weekend appointments to all residents.
- 2 **Harrow** practices now offer weekend appointments with 20 opening longer in week.
- 12 **Hillingdon** practices now open at weekends and 34 offer phone consultations.
- 5 surgeries open each weekend across **Hounslow** providing appointments for all residents.
- 5 **West London** surgeries open weekends; 29 offer telephone consultations to their patients.

What is better for patients?

What have patients said about new service?

PMCF is enabling GPs to respond directly to the **type of access that we know patients in NWL want**.

For instance, NWL patients previously told us...

"You don't always get the [doctor] you want or the one you like. You just end up seeing whoever you want to see.... It would be nice to go back to that personal relationship with your GP" (NWL patient, 2013)

Patients can now access, for example...

A named co-ordinator in **Hounslow** offering patients with complex needs consistency, a known GP with knowledge of their medical history with whom they have a relationship.

NWL patients previously told us...

"I have always thought that I do not have enough time with my doctor. A proper appointment lasts 5 minutes and an emergency 10 minutes" (NWL patient, 2013)

Patients can now access, for example...

Over **75% of NWL GP practices participating in PMCF** told us in September they offer longer appointments to those with complex needs that need them.

NWL patients previously told us...

"It can be quite hard to get through on the phones. Someone suggested they operate a wait and queue system... that would be brilliant" (NWL patient, 2013)

Patients can now access, for example...

Already 10% of **Harrow** residents in NWL are booking appointments on-line and work is now underway to increase this and provide better telephone services.

What are your lessons learned?

What have been your challenges?

- Scale of our programme:** Our status as the largest PMCF programme involving nearly 400 busy GP practices has required commitment to communications and engagement to reach and engage all participating GPs.
- Giving GPs the time and space to develop:** It is essential in our pilot to recognise that CCGs and GP networks are developing their models of care at different rates and scale, and need time to put in place all the changes required.
- Balancing long-term gains with quick wins:** PMCF provides an excellent opportunity for NWL to invest in sustainable change in General Practice. We need to ensure our investment provides long-term benefit after 14/15, as well as short-term gains by 31 March 2015.

What advice might you give to Wave Two pilots?

- Align your PMCF outcomes with the **local transformation** you know your practices and patients want, to ensure your local vision for general practice is clear and well-understood.
- Build time and space into your programme for GP practices and networks to reflect on and decide the changes they want to make. Combining PMCF with everyday practice work means GPs and their staff must have time (including backfill) to plan their changes.
- Ensure effective **sharing of best practice** across CCGs or across participating GP practices to see what solutions are already available locally.