

Integrated Primary Care Access Service

1. Purpose

This paper details the development of the Integrated Primary Care Access Service (IPCAS) provided by the Southern Hampshire Primary Care Alliance across Fareham, Gosport and south east Hampshire.

The service was developed to bring together two services: the GP Extended Access Service and the GP Out of Hours Service which were previously provided by two separate providers with differing access points for local people.

This paper sets why we need to change, what the old service looked like, what the new service offers, the views of local people and next steps, including how the service will be kept under review.

2. Background and introduction

In 2017 the Government introduced new funding for GP extended access (GPEA). CCGs were required to commission GP extended access services by 1 October 2018. This included ensuring access during bank holidays, including the Easter, Christmas and New Year periods.

GPEA offered patients a choice of an appointment at their usual GP practice or a hub location. Both routine and same day appointments were available from 6.30pm to 8pm on weekdays and on Saturdays from 8am to 4.30pm and Sundays from 8am to 1pm.

When choosing to go to a hub location, patients could choose which hub they attended rather than only being offered an appointment at the one closest to them.

Fareham and Gosport and South Eastern Hampshire CCGs commissioned Southern Hampshire Primary Care Alliance to pilot the service. The Alliance began a pilot in September 2017 to test how the service should be provided.

Hubs were available in Gosport, Fareham, Portchester, Havant, Petersfield and Waterlooville. The service was also piloted in the Whitehill and Bordon area from Badgerswood Surgery, Headley on Saturday mornings until 2pm.

Alongside this pilot the CCGs were also commissioning a GP Out of Hours Service from PHL Ltd. This service offered a home visit or an appointment when GP surgeries were closed. These appointments were largely offered from Gosport War Memorial Hospital and Cowplain Family Practice in Waterlooville, during weekday evenings (6.30pm to 11pm) and all day on Saturday and Sundays (8am to 10pm). The service also ran out of Chase Community Hospital in Whitehill and Bordon for five hours on average, either on Saturday or Sunday.

Both the GP extended access service and the PHL Out of Hours Service contracts were due to come to an end in June 2019, so in June 2018 the CCGs began considering how these services might be commissioned in the future.

3. Why change?

The expiry of the GPEA pilot and the OOHs contract provided an opportunity to review the services with the aim of reducing duplication and increasing and simplifying access for local people. The complexity and duplicative nature of the existing services, the feedback from local people, the lessons from the GPEA pilot and the viability of potential sites were important factors in developing a future service model.

3.1 Complex access points

Under the previous model the services were available across both CCGs as below:

Service	Site	Opening times
GP Extended Access Service – patients ring their GP practice to book an appointment (both routine and urgent)	Gosport War Memorial Hospital	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 8pm • Sat 8am to 4.30pm • Sun 8am to 1pm
	Fareham Community Hospital	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 8pm • Sat 8am to 4.30pm • Sun 8am to 1pm
	Portchester Health Centre	<ul style="list-style-type: none"> • Sat 8am to 4.30pm
	Petersfield Community Hospital	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 8pm • Sat 8am to 4.30pm
	Waterlooville Health Centre	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 8pm • Sat 8am to 4.30pm
	Havant Health Centre	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 8pm • Sat 8am to 4.30pm • Sun 8am to 1pm
	Badgerswood Surgery, Headley	<ul style="list-style-type: none"> • Sat 8am to 2pm
GP Out of Hours Service – patients ring NHS111 when their surgery is closed and are offered a home visit or hub appointment	Gosport War Memorial Hospital	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 11pm • Sat and Sun 8am to 10pm
	Cowplain Family Practice	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 11pm • Sat and Sun 8am to 10pm
	Chase Community Hospital	<ul style="list-style-type: none"> • One five hour session per weekend (variable between Sat or Sun)

Site locations:



Figure 1: Map source: Google Maps Map data@2019

3.2 Pilot evaluation

The Southern Hampshire GP Alliance piloted the GP extended access service in seven sites across Fareham and Gosport and South Eastern Hampshire CCGs' areas from September 2017. Appendix A shows that the utilisation of these hubs was inconsistent.

The pilot highlighted:

- Patients rate the service highly, but usage differs across the areas
- People were choosing to travel to hubs outside of their area for appointments
- Operationally, seven sites proved extremely difficult to run with issues around healthcare professionals working in isolation (and lone working) and difficulty filling rotas. This meant some clinics did not run as planned and had to be cancelled at short notice
- Gosport and Petersfield sites were well staffed and utilised at weekends but rota-fill was poor during the week.

As a GPEA 'spoke' service was operating from Badgerswood Surgery and a GP Out of Hours hub running at weekends at Chase Hospital, the Alliance also undertook evaluation of utilisation of these services. This showed:

- Patients from the Whitehill and Bordon area were choosing to book at alternative sites and were travelling
- The GP Extended Access Service was primarily being used by patients registered with Badgerswood and Forest Surgeries and Pinehill Surgery and therefore was not providing a service for the whole South Eastern Hampshire population, with the majority of these patients choosing to travel to Petersfield
- The GP Out of Hours Service at Chase Hospital was underutilised meaning a service operating from 6.30pm to 10.30pm weekdays and 8am to 10.30pm would not be fully utilised and was therefore unviable.

Appendix B shows the utilisation of the Bordon hubs.

3.3 Views of local people

The CCGs have engaged with local people on urgent care services through a number of engagement programmes including Your Big Health Conversation and insight campaigns with The Portsmouth News and Wave 105. Consistently local people have told us that they:

- Find the number and range of options for seeking treatment or advice urgently confusing and difficult to clearly navigate
- Think a simpler urgent care system is the most important consideration and put this before distance to travel
- Would like us to balance the need for efficient use of staff and resources with the distance to travel for services
- Would like more access to GPs through a broader range of appointment times and more flexible ways to book them
- Would like services to be open longer
- Don't know about the different options for accessing a primary care service but would consider using them (once told about them through the engagement programmes)
- Don't think providing more choices is the answer – but personal responsibility, more information and a simpler system are
- Would be happy to see the right healthcare professional for their need at that time rather than preferring to see a GP.

The CCGs also worked with Healthwatch Hampshire to seek the views of local people on their preference for weekend opening through the GP extended access service. The feedback received showed that Saturday morning was the most popular choice with no real preference shown for Sundays.

3.4 Site practicalities

As part of the GPEA pilot evaluation the Alliance undertook a review of a number of primary care facilities across the CCGs that could be considered as potential future sites for the service. The review considered:

- If the premises were owned or leased, and if the Alliance would be required to pay rent to run the service from them

- If the site could provide a sufficient number of rooms, both now and as the service potentially grew
- If the site had access to the clinical system used by the service
- The costs of the site
- Access to parking for patients and staff
- Security arrangements as the service operates during the evenings and at weekends.

4. Developing an Integrated Primary Care Access Service

With the contracts for GPEA and OOHs due to expire in June 2019, a presentation regarding the future of the GPEA and OOHs was taken to the CCGs' Primary Care Commissioning Committee and Joint Clinical Cabinet to begin discussing future options for the service in June and July 2018.

In light of patient feedback about access to urgent care service, information about utilisation of services and the national requirement to procure an Integrated Urgent Care Service the CCGs' Governing Body agreed that GPEA and OOH have commonalities which should be better integrated. The aim was to develop a new service model which improved and simplified access for local people out of hours, removed duplication in the system and delivered a sustainable service.

The CCGs issued a PIN (Prior Information Notice) through the Official Journal of the European Union (OJEU) saying that the CCGs wanted to develop a new service model and outlining why a direct award should be carried out. No other organisations came forward to develop a new service model and the contract was therefore directly awarded to the Southern Hampshire Primary Care Alliance.

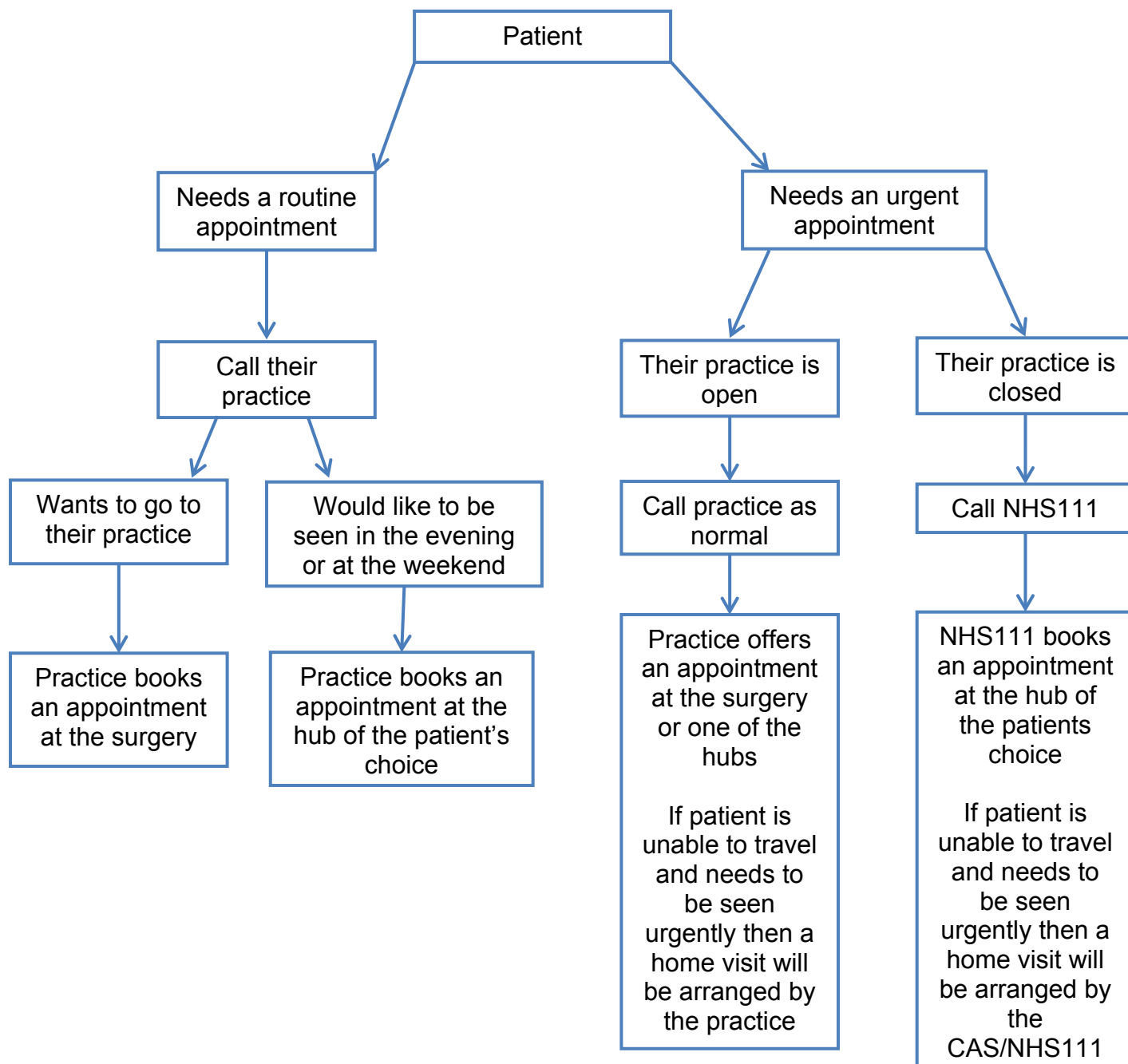
4.1 The new service

The new service provides both routine and urgent/same-day appointments in local hubs and through home visits. To access the service patients need to call their GP practice as normal or NHS111 when their practice is closed as detailed below.

The service has an increased range of healthcare professionals so patients see the most appropriate professional for their clinical need. These include GPs, advance practitioners, practice nurses and healthcare support workers.

Hubs are open from 6.30pm to 10pm on weekday evenings and from 8am to 10pm at weekends for both routine and urgent appointments. Home visits remain in place for everyone who has an urgent clinical need and is unable to travel, and from 10pm to 8am for anyone who clinically needs to be seen.

The service is accessed as follows:



4.2 Listening to local views about the proposed service

On 9 May, 2019 the South Hampshire Primary Care Alliance wrote to key stakeholders about the development of the service. These included MPs, County, District and Borough Councillors, Locality Patient Groups, Councils of Voluntary Services, HASC, HealthWatch Hampshire and the Whitehill and Bordon Health and Care Services Stakeholder Board.

In the letter stakeholders were provided with the background to the GP extended access service, the themes from engagement with local people on urgent care services through different engagement programmes, the pilot and its evaluation. The letter set out the proposed future service model, including opening hours and sites, and invited stakeholders to share their views so these could be taken into consideration as the service was started and developed in the future.

The following feedback was received:

Key stakeholder group	Area	Feedback
Patient Participation Groups	Whitehill and Bordon	<ul style="list-style-type: none"> Difficulties of travel to Petersfield Local population isn't being served well Concerns why the service isn't being provided locally
	Whitehill and Bordon	<ul style="list-style-type: none"> Concerns why the service isn't being provided locally
	Gosport	<ul style="list-style-type: none"> Lack of public awareness of extended access Helplines should be considered as well as appointments The Gosport site would have been underused due to lack of public awareness
	Gosport	<ul style="list-style-type: none"> Proposed changes are a little confusing with different locations and days Distance to travel will be excessive for some people in some situations The Gosport site should stay at the hospital with a different one closed Service usage figures would be helpful The longer opening hours are good
	Gosport	<ul style="list-style-type: none"> Only being able to comment by email is difficult for some people We are being sought our views too close to the new arrangements starting If Gosport is underused during the week then not sure why the weekend service has been moved Difficulties of travelling to Fareham What is a clinical reason for a home visit, examples would be helpful How many people are travelling to sites outside of their area and did they choose to do this
Councillor	Whitehill and Bordon	<ul style="list-style-type: none"> Difficulties of travel to Petersfield Concerns about GP access with the local growing population Declining access to services despite being a Healthy New Town
Voluntary sector	Fareham	<ul style="list-style-type: none"> Thank you for the letter which will be discussed at a future meeting

The Alliance considered the feedback received at their Board meeting on 23 May, 2019, and agreed that services should be available across both CCGs as below:

Patients ring their practice to book an appointment (both	Site	Opening times
	Fareham Community Hospital	<ul style="list-style-type: none"> Mon to Fri 6.30pm to 10.30pm

routine and urgent) or NHS111 when their practice is closed for an urgent appointment	Forton Medical Centre, Gosport	<ul style="list-style-type: none"> • Tues and Thurs 6.30pm to 10.30pm (for urgent appointments) • Sat and Sun 8am to 10.30pm
	Portchester Health Centre	<ul style="list-style-type: none"> • Sat and Sun 8am to 10.30pm
	Swan Surgery, Petersfield	<ul style="list-style-type: none"> • Tues and Thurs 6.30pm to 10.30pm • Sat and Sun 8am to 10.30pm
	Waterlooville Health Centre	<ul style="list-style-type: none"> • Mon, Wed and Fri 6.30pm to 10.30pm • Sat and Sun 8am to 10.30pm

Site locations:

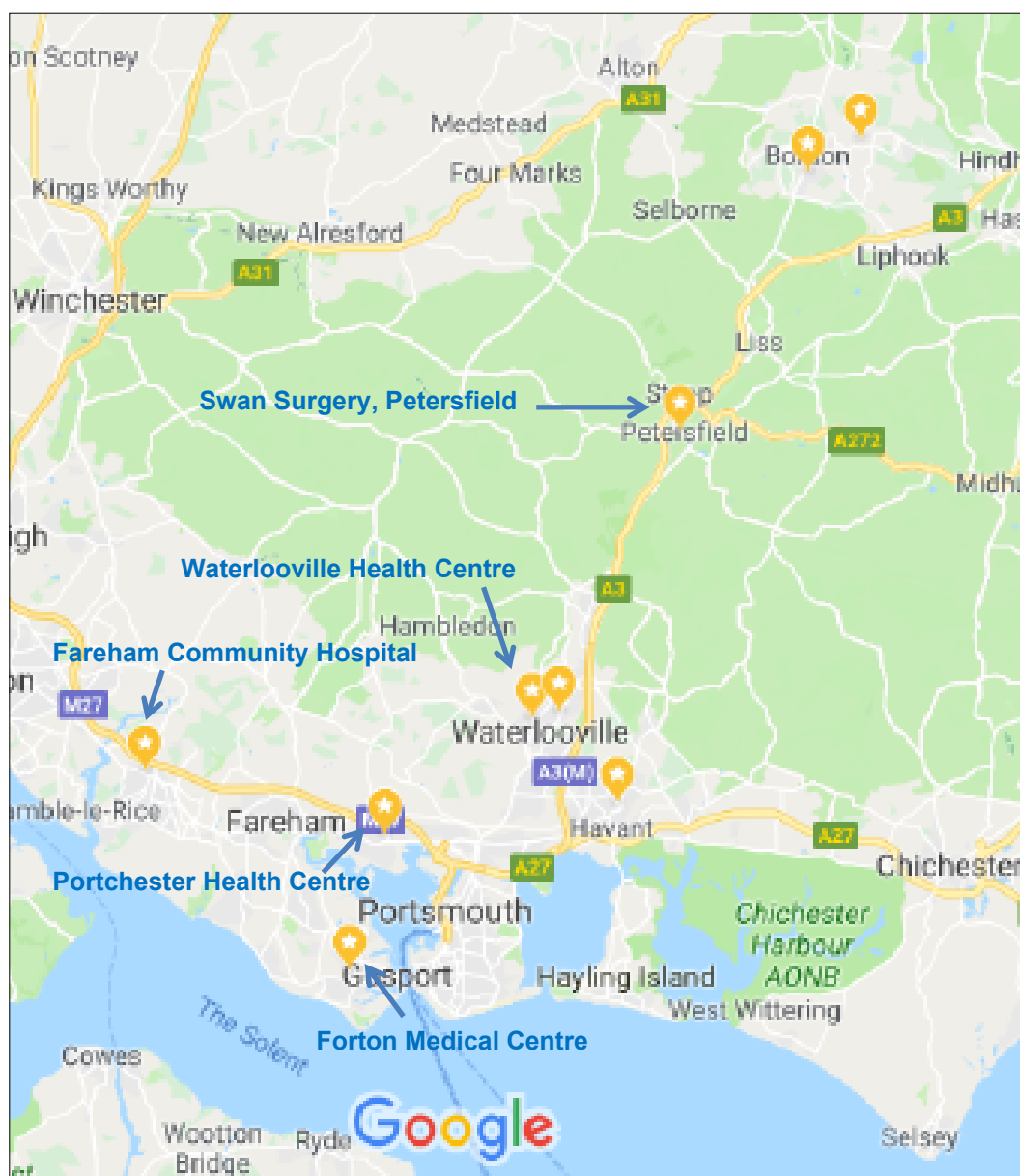


Figure 2: Map source: Google Maps Map data@2019

They wrote to key stakeholders on 30 May, to thank those who took the time to share their views, share the themes from the feedback received and to update them on the change to the Gosport service in light of this.

Two key stakeholders replied thanking the Alliance for the change to the Gosport service but highlighting the importance of clearly promoting it to local people. Community First also

replied offering to meet with the Alliance to explore potential future voluntary sector transport.

During this time the CCG received ten letters/emails of concern from local councillors, patient groups and residents in the Whitehill and Bordon area. On 14 June, 2019 local PPGs, councillors and HealthWatch representative's feedback at the Whitehill and Bordon Stakeholder Board that Whitehill and Bordon residents were disadvantaged by the new service locations.

5. Next steps

The CCGs' Clinical Delivery Group, which includes CCG elected GPs, lay members and officers, considered the service model, including the hubs, and the feedback from local people at its meeting on 19 June, 2019. It was agreed that the CCG would request that the Alliance:

- Reinstates the previous level of hub provision in Whitehill and Bordon
- Works with the CCGs to undertake an eight week period of engagement across both CCG areas to better understand local views about service hubs, issues with travel and people's preference for accessing the service.

The CCG is working with the Alliance to reinstate the service in Whitehill and Bordon from 1 August, 2019. The engagement programme is being planned and will be launched shortly. A further report is planned for the Hampshire and Isle of Wight CCG Partnership Primary Care Commissioning Committee in September.

6. Recommendation

It is recommended that a further report is brought to a future meeting of the HASC in the Autumn, once the engagement programme has concluded.

Appendix A: the number of attendees for the GP Extended Access Service and the GP Out of Hours Service.

GP Extended Access Service

Month	Locality				
	East Hants	Waterlooville	Havant	Fareham	Gosport
Oct 2017	215	474	43	236	213
Nov 2017	264	264	85	316	180
Dec 2017	329	329	124	298	74
Jan 2018	375	375	139	558	307
Feb 2018	225	225	128	452	250
Mar 2018	268	402	137	432	253
Apr 2018	247	473	144	565	315
May 2018	200	573	213	466	368
Jun 2018	242	502	110	486	317
Jul 2018	212	455	110	414	366
Aug 2018	190	502	122	508	405
Sep 2018	251	556	141	559	455
Oct 2018	208	440	123	543	476
Nov 2018	213	575	123	656	553
Dec 2018	234	591	308	822	587
Jan 2019	233	626	241	796	616
Feb 2019	254	554	264	778	599
Mar 2019	302	559	323	934	568
Apr 2019	224	587	344	763	506
May 2019	257	643	419	820	582
Total	4,943	9,705	3,641	11,402	7,990
Overall total	37,681				
Percentage of total activity	13.12%	25.76%	9.66%	30.26%	21.20%

GP Out of Hours Service

Month	Site			Home visits (for all areas)
	Gosport War Memorial Hospital	Cowplain Family Practice	Chase Community Hospital	
Oct 2017	528	104	124	514
Nov 2017	472	73	113	492
Dec 2017	889	181	170	808
Jan 2018	562	72	142	607
Feb 2018	478	80	105	476
Mar 2018	551	138	119	657
Apr 2018	552	132	136	582
May 2018	495	95	89	593
Jun 2018	452	117	80	511
Jul 2018	501	461	59	578
Aug 2018	486	413	63	567
Sep 2018	544	465	112	554
Oct 2018	482	429	82	523

Nov 2018	381	492	80	607
Dec 2018	572	682	152	749
Jan 2019	546	496	105	651
Feb 2019	474	481	84	533
Mar 2019	554	575	72	662
Apr 2019	619	582	77	657
May 2019	512	595	67	636
Total	10,650	6,663	2,035	11,957
Overall total	31,305			
Percentage of total	34.02%	21.28%	6.50%	38.20%

Appendix B

Utilisation of the OOHs service in Whitehill and Bordon

The following table shows how many patients from the Whitehill and Bordon and the surrounding area (postcodes GU30, 31, 32, 33 and 35) were seen for a face-to-face appointment by the GP Out of Hours service and if they were seen at Chase Community Hospital or Cowplain Family Practice.

It also shows the number of home visits for patients who called NHS111 and were attributed to the PHL Bordon site.

Month	Total number of patients	Received a home visit	Attended Chase Community Hospital	Attended Cowplain Family Practice
July 2018	355	263	40	52
August 2018	357	261	43	53
September 2018	618	258	80	280
October 2018	566	236	56	274
November 2018	532	225	105	202
December 2018	457	162	92	203
January 2019	505	210	92	203
February 2019	281	151	66	64
March 2019	217	91	55	71
Total	3,888	1,857	629	1,402
Percentage of total		47.76%	16.18%	36.06%