

Integrated Primary Care Access Service

1. Purpose

This paper provides an update on 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 IPCAS service was developed to bring together two services: the GP Extended Access Service, which was a pilot, and the GP Out of Hours Service. These were delivered by two separate providers with differing access points for local people. The contract runs until 2021 when it is anticipated that Primary Care Networks may become responsible for providing extended access to their patients.

The new combined service was developed taking into account the findings from the pilot evaluation, which included some changes to the sites used to provide the service, and started in June 2019. Some local people raised concerns about the changes, so Fareham and Gosport and South Eastern Hampshire Clinical Commissioning Groups (CCGs) asked the Primary Care Alliance to reinstate provision of a service hub in Whitehill & Bordon whilst a period of engagement across both CCG areas was undertaken to better understand local views.

During the summer in 2019 the CCGs and Primary Care Alliance worked together to seek the views of local people about the services hubs, travel, and their preference for accessing the service.

This paper sets how the views of local people were sought, the themes from the feedback received, the ongoing issues with operating the service and the next steps in developing the service model.

2. Current service model

The Integrated Primary Care Assess Service is currently available across both CCGs as below:

	Site	Opening times
Patients ring their practice to book an appointment (both routine and urgent) or NHS111 when their practice is closed for an urgent appointment	Fareham Community Hospital	<ul style="list-style-type: none"> Mon to Fri 6.30pm to 10.30pm
	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
	Chase Community Hospital	<ul style="list-style-type: none"> Fri 6.30pm 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

Local people can make an appointment to be seen by the service by either contacting their practice, for both routine and urgent appointments, or by calling NHS111 when their surgery is closed and they need an urgent appointment. This is set out in more detail in Appendix One.

Site locations:



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

In addition, since December 2019 the service has been supporting a new pilot designed to treat patients who present to the Emergency Department at Queen Alexandra Hospital in Portsmouth with a primary care need. These patients are largely seen in a dedicated clinic close to the hospital. However, when these clinics are either full or do not have a doctor to staff them, these patients may be offered an urgent appointment in an IPCAS hub (if they are from the area covered by the service).

3. Seeking the views of local people

During the summer 2019 the CCGs and Primary Care Alliance sought the views of local people through a survey about a number of primary care services including the IPCAS.

People were invited to share their views on the use of online services, travel, awareness of the services, and what would make them more likely to use them.

The survey was available online and was promoted through social media, media promotion, partner newsletters and websites, CCG and GP Alliance websites, GP practices websites and newsletters, voluntary sector newsletters and the CCG Locality Patient Groups.

The CCGs and GP Alliance also attended the following local groups, meetings and venues to speak to people with copies of the survey available:

- Whitehill Town Council public meeting – September 2nd, 2019
- Whitehill Community Centre – September 4th 2019, (surveys provided for people to complete)
- Whitehill & Bordon Disability Action Group – September 4th, 2019
- Gosport Older Persons Forum – September 5th, 2019
- Xchange (Whitehill & Bordon) – September 12th, 2019
- NHS Guildford and Waverley CCG urgent care engagement event (Haslemere) – September 16th, 2019
- NHS Guildford and Waverley CCG urgent care engagement event (Liphook) – September 17th, 2019
- Highlands Hub, a community venue and cafe, Fareham – September 24th, 2019
- Portsmouth Hospitals NHS Trust Open Day – September 28th, 2019 (surveys provided for people to complete)
- Fareham Shopping Centre – September 30th, 2019.

The survey was completed by 475 people in the following areas:

- 33.5% live in Gosport
- 22.3% live in Whitehill & Bordon
- 19.6% live in Fareham
- 14.7% live in Waterlooville, Horndean, Havant, Emsworth, Hayling Island and the surrounding areas
- 9.9% live in Liphook, Haslemere, Petersfield, Liss and the surrounding areas.

Of the respondents:

- The majority (30.1%) were aged 65 to 74 years with:
 - 0.2% under 18 years
 - 5.9% 18 to 34 years
 - 11.4% 35 to 44 years
 - 18.5% 45 to 54 years
 - 19.8% 55 to 64 years
 - 12.2% 75 years or over
 - 1.9% preferred not to disclose their age
- 31.6% said their day-to-day activities were limited because of a health problem or disability
- 93.0% described themselves as white
- 57.3% described their religion as Christianity with 38.2% stating they didn't have a belief
- 70.1% were female and 26.7% were male with 3.2% preferring not to disclose
- 83.3% were heterosexual and 2.8% were gay or bisexual
- 13.4% said they were a carer.

Respondents were asked about their experience of the services with 48.8% saying they had heard of the IPCAS with 13.0% saying they had used it. Of those who had used it 71.9% said they would use it again. Those who had not used the service said they didn't know about it, hadn't needed to use it or hadn't been offered an appointment with the service by their practice.

Respondents were asked to score the importance the following factors to inform the development of the service in the future. Scores are between 1 (not very important) and 5 (very important).

Factor	5	4	3	2	1
Distance/time needed to travel by car	62.7%	14.2%	13.1%	4.3%	5.6%
Distance/time needed to travel by public transport	75.5%	8.8%	8.2%	2.6%	4.9%
Being able to see the right person for your need at the right time	77.5%	15.7%	3.8%	1.7%	1.3%
Being given an increased choice of when you can make a routine GP/nurse appointment	60.4%	24.8%	10.6%	1.9%	2.3%
The service being located as close to where you live as possible	59.6%	19.8%	14.7%	3.8%	2.1%
The service being located where it covers a larger area to ensure it can be staffed by the right people and has consistent opening times	41.2%	28.7%	20.9%	5.6%	3.5%
Healthcare professionals being able to access your medical record	80.9%	11.0%	4.5%	1.1%	2.5%
Being able to see a GP	66.9%	18.9%	11.3%	1.5%	1.5%

Respondents were asked if the service name should be changed. The majority asked for it to be simpler and clearer with the name clearly saying what the service does.

Respondents made a number of name suggestions, including GP Appointments Service, Appointments Plus, GP Weekend Service and GP Xtra.

Respondents were asked if there was anything in particular they thought needed to be considered as the service was developed in the future. 310 respondents answered with the following themes:

Theme	Number of people
Appointments, especially for urgent issues, need to be available and timely without long waiting times with priority for patients who cannot go to their surgery during the day	68
Promote the service and benefits more effectively, especially through practices	59
Ensure the hubs are not too far from where people live and accessible	50
Public/voluntary sector transport to the hubs needs to be available and not take too long to travel or be expensive	48
Ability to book an appointment at the best hub for you needs to be improved with phone calls answered more quickly or online booking	22
Increase the range of services provided by the IPCAS, eg phlebotomy, health visitors, walk in service, telephone consultations	19

Increase the provision in areas where the local population is growing or has higher demand, eg Bordon	18
The clinics need to be consistent and not cancelled	15
Ensure the service and number of hours is equal across the hubs	13
Provide more GPs	10
Ensure medical records are fully accessible by the service	8
Ensure service is fully staffed and staff are fully trained	7
The needs of people with disabilities, long-term conditions or are elderly need to be considered	5
Change the service name	5
Patients should be assigned to a local hub which is manned by their practice to ensure patient privacy	3
Ensure service is has enough funding and is value for money	3
All practices should provide evening and weekend appointments	3
Increase the number of hubs	2
Bring the IPCAS and Same Day Access Service together or have the same access criteria	2
Being able to see a specific GP	2
Focus on slightly extending in-hours access rather than out of hours	2
Make it a seven day service	2

Respondents were asked how they normally travel to health appointments:

- 72.2% travel by car, including lifts from family/loved ones
- 40.8% walk
- 12.6% use public transport, including taxis
- 5.3% cycle
- 2.4% use voluntary sector car schemes.

Respondents were invited to make any other comments they had. 181 respondents answered with the following themes relevant to the IPCAS:

Theme	Number of people
Promote local services and how/when to use them more effectively, including having simple and clear names and descriptions	26
The IPCAS service provision needs to be equitable across all areas and to all patient groups	23
Accessibility of appointments needs to be improved and simplified, including online and by phone	16
Ease of travel/distance to locations needs to be considered, including parking, for patients without transport or are too poorly to drive	15
Concerns about the sustainability of the IPCAS service – lack of GPs or perceived commitment to providing it	6
Supportive of the approach to out of hours GP appointments	2
Prefer face-to-face appointments/discussions	2
Happy to travel further for urgent issues to see the right person	2
Urgent appointments/services need to be available in more local areas	2

4. Themes from the engagement

The main themes from the feedback received relating to the IPCAS were:

- There are mixed levels of awareness of the service but the majority of those who have used it would use it again
- People would like more information about the service
- GP practices need to actively promote the service to their patients, for example by offering appointments at the hubs
- People thought healthcare professionals being able to access medical records (80.9%) was the most important factor to be considered as the IPCAS is developed followed by being able to see the right person for their need at the right time (77.5%) and the distance/time needed to travel by public transport (75.5%)
- People felt the IPCAS needs to be renamed to something simpler and clearer
- Transport to alternative sites for services needs to be considered, both in terms of the availability of public transport but also if car drivers are too ill to drive.

5. Learning from running the service

After seven months of operating IPCAS, the Primary Care Alliance has gained some important experience on how the service works, and the changes that it feels must be considered for improvement. The main points from the perspective of the Alliance are:

- The service has high satisfaction ratings from patients – although more engagement needs to be undertaken to obtain a wider sample of feedback from service users
- Patients are travelling to hubs that are further away, especially for appointments booked through NHS111 for an urgent need. The service monitors how many appointments are declined due to distance and to date is only aware of one case
- Greater awareness of the IPCAS service is required. Some ‘mystery shopping’ of practices, asking for out of hours routine appointments, highlighted that practices do not always give the option of using the IPCAS services to the caller
- The number of hub sites currently provided is difficult to staff with two GPs for each operating session
- Staffing the full number of hubs has led to GPs being spread thinly across many sites. If a GP cancels a session in an IPCAS hub then all appointments there need to be cancelled, including those for Advanced Nurse Practitioners (APN) or Practice Nurses (PN) as they can’t work unsupervised, under the current model
- Many GPs prefer to work in a service where there are other GPs on duty
- Some hubs have proved to be more attractive for GPs to work in than others, this means rotas at Fareham Community Hospital and Swan Surgery, Petersfield are often filled while rotas in Gosport are often unfilled and the service has to be cancelled and Waterlooville is increasingly reliant on the same small number of GPs
- GPs have said that travel times to the hub (Gosport) and general working environment (mainly Portchester and Waterlooville) are important to them when they are considering working for the service
- A significant number of sessions have not gone ahead from the original schedule due to the inability to secure GPs to fill the sessions. This leads to uncertainty for the staff and service providers, and for patients who request regular evening or weekend appointments. The number of cancelled clinics are detailed in Appendix Two
- The balance of effectively managing both pre bookable and urgent appointments in the same sessions needs constant attention to ensure that slots are available when needed, but also not left unfilled.

6. Short-term improvements

To ensure the service operates as effectively as possible over the remaining winter period the Primary Care Alliance is working on the following improvements:

- Improve the consistency and reliability of service provision by offering services from the hub sites that have proven success with filling rotas. This will create a more robust mix of GPs and other clinicians working consistently from certain hubs
- Improve weekend service provision by temporarily alternating clinics each weekend between Waterlooville and Swan Surgery in Petersfield and between Fareham Community Hospital and Portchester, and providing an evening weekend service in Forton Medical Centre, Gosport
- Improve appointment uptake across the range of clinicians that are available by increasing awareness and certainty for practices when they book appointments
- Working with, and seeking feedback from all the GPs who currently work shifts in the service, and those who don't, to understand what would make working in the service more attractive to them
- Continuing to ensure the service provides flexible shift times for clinicians and is flexible to accommodate GPs' individual requirements, so long as there is a longer-term commitment to the service
- Flexing the mix of appointment types (urgent and routine) to ensure the service can meet the demand for urgent appointments.

The proposed temporary consolidated service model for the winter is:

Site	Current opening times	Proposed temporary opening times	Proposed change
Fareham Community Hospital	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 10.30pm 	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 10.30pm • Sat and Sun 8am to 10.30pm (alternative weekends) 	<ul style="list-style-type: none"> • No change to weekday sessions • Alternate weekend sessions with Portchester Health Centre
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 	<ul style="list-style-type: none"> • Tues and Thurs 6.30pm to 10.30pm (for urgent appointments) • Sat and Sun 5.30pm to 10.30pm 	<ul style="list-style-type: none"> • No change to weekday sessions • Change weekend provision to evening sessions
Portchester Health Centre	<ul style="list-style-type: none"> • Sat and Sun 8am to 10.30pm 	<ul style="list-style-type: none"> • Sat and Sun 8am to 10.30pm (alternative weekends) 	<ul style="list-style-type: none"> • Alternate weekend sessions with Fareham Community Hospital
Chase Community Hospital	<ul style="list-style-type: none"> • Fri 6.30pm to 10.30pm 	<ul style="list-style-type: none"> • Fri 6.30pm to 10.30pm 	<ul style="list-style-type: none"> • No change to sessions
Swan Surgery, Petersfield	<ul style="list-style-type: none"> • Tues and Thurs 6.30pm to 10.30pm • Sat and Sun 8am to 10.30pm 	<ul style="list-style-type: none"> • Tues and Thurs 6.30pm to 10.30pm • Sat and Sun 8am to 10.30pm (alternative weekends) 	<ul style="list-style-type: none"> • No change to weekday sessions • Alternate weekend sessions with Waterlooville Health Centre

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 	<ul style="list-style-type: none"> • Mon, Wed and Fri 6.30pm to 10.30pm • Sat and Sun 8am to 10.30pm (alternative weekends) 	<ul style="list-style-type: none"> • No change to weekday sessions • Alternate weekend sessions with Swan Surgery, Petersfield
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7. Longer-term improvements

The Primary Care Alliance and CCGs are working together to develop the longer-term model further taking into account the views of local people, the lessons from running the service to date and aligning the service to the wider vision for urgent care services in Portsmouth and South East Hampshire. It is expected these developments will be implemented during 2020. This includes considering:

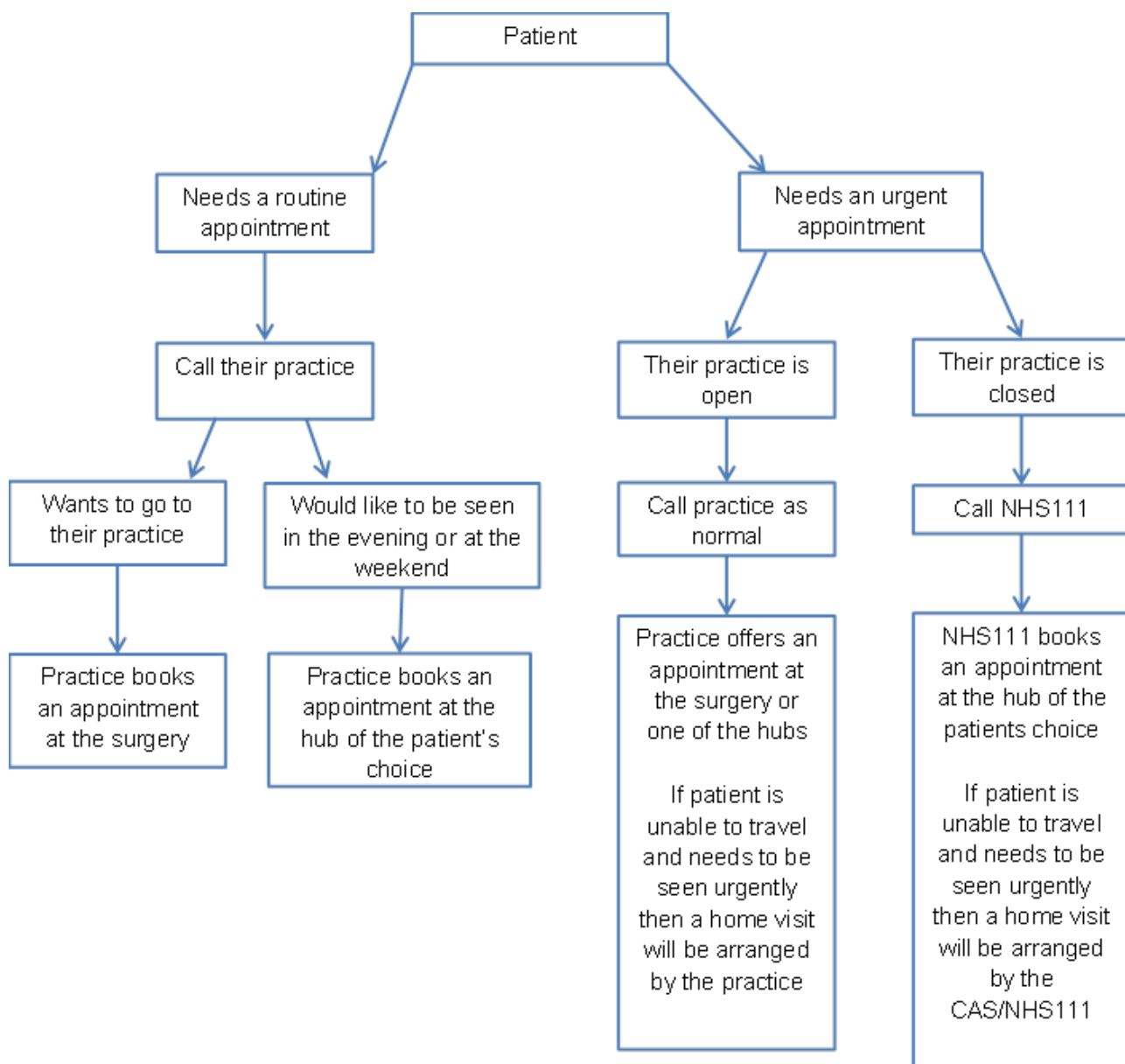
- Consolidating the number of sites to ensure GP cover is in place in order to reduce the number of cancelled clinics and enable the service to increase its use of Advanced Nurse Practitioners (ANP) and Practice Nurses (PNs) under the supervision and support of GPs
- Introducing a new employment model to ensure that clinicians are available to work the least popular shifts
- Providing a transport service for patients who need to be seen urgently but are unable to travel to a hub
- Introducing telephone/online consultations for patients who are happy to receive the support they need in this way meaning they do not need to travel to a hub.

8. Recommendation

It is recommended that the Committee notes the short-term improvements, including the proposed temporary weekend provision, and that a further report is brought to a future meeting of the HASC once the future service model has been finalised.

Appendix One

The Integrated Primary Care Access Service (IPCAS) is accessed as follows:



Appendix Two

A significant number of sessions have not gone ahead from the original schedule due to the inability to secure GPs to fill the sessions:

Site	Number of clinics planned	Number of clinics held	Number of clinics cancelled
Fareham Community Hospital	166	154 (92.8%)	12 (7.2%)
Forton Medical Centre, Gosport	113	72 (63.7%)	41 (36.3%)
Portchester Health Centre	48	42 (87.5%)	6 (12.5%)
Chase Community Hospital (Commenced 16/8/19)	20	17 (85.0%)	3 (15.5%)
Swan Surgery, Petersfield	113	102 (90.3%)	11 (9.7%)
Waterlooville Health Centre	153	137 (89.5%)	16 (10.5%)
TOTAL	613	524 (85.5%)	89 (14.5%)