

Committee:	Health and Adult Social Care Select Committee
Date of Meeting:	14 th September 2020
Report Title:	Integrated Primary Care Access Service update
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Integrated Primary Care Access Service - update

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 Primary Care Networks will become responsible for providing extended access to their patients.

This has previously been well documented and discussed and therefore the aim of this paper is to provide an update to the Committee on the paper submitted for the meeting in January 2020, especially given the impact on local services as a result of the pandemic.

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. Following feedback the service model was determined as summarised in the table 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

2. IMPACT OF COVID-19

The impact of the COVID-19 pandemic, although challenging, has accelerated the pace of change and transformed the way in which primary care services are delivered, this includes the way the IPCAS service operates. There has been a further breakdown of traditional roles and boundaries, with strong collaborative working with NHS 111, community and mental health services, secondary care and the voluntary sector to deliver the best outcomes for our population during the pandemic.

Primary care services have remained open throughout the pandemic but the way in which services are delivered has fundamentally changed -to ensure patient safety, implement infection, prevention and control measures effectively, and ensure patients are cared for in the most appropriate setting. This was accompanied by national guidance from NHS England on how primary care services should be delivered during the pandemic: <https://www.england.nhs.uk/coronavirus/primary-care/general-practice/>

This accelerated pace of change has led to new models of delivery supported through strong clinical leadership, greater partnership working and digital technology:

- ❑ 100% of general practices open are operating a **total triage model** to support the management of patients remotely where possible. This means operating a model where all patients requiring GP care are assessed either on the phone or via an electronic system (eConsult) to determine the best option for their care. All practices operate telephone and online consultations.
- ❑ Strengthened working with **NHS 111**, with NHS 111 able to directly 'book' patients into a practice.
- ❑ Continued provision of **essential face-to-face** services (including home visits) through designation of 'hot' and 'cold' sites and teams to minimise the spread of infection. Hot and cold is essentially the separation of care for those with suspected COVID-19 and those not.
- ❑ Greater use of **Electronic Repeat Dispensing (ERD)** to reduce footfall within practices.

This has meant a significant change for patients in how services are accessed and used, but has meant that primary care and general practice could continue to operate and provide essential services during this very challenging time.

A 'Frequently Asked Questions' (FAQ) document was created to support patients in understanding these changes, and this is provided as Appendix A

3. CHANGES TO LOCAL DELIVERY

Several 'hot' sites were set up across our two CCG areas to ensure there was safe separation in the way services were delivered for patients, with these hot hub sites providing care for those patients with suspected COVID-19. 'Cold' sites were then identified within the remaining general practice facilities to provide services to those who also needed care but didn't have suspected COVID-19.

It was extremely important to ensure all primary care services were operated in this way and therefore the IPCAS service was also aligned to this model.

As a result the sites of delivery were identified to align to the 'hot' service hubs set up across the patch so that the IPCAS service could focus on service provision that was absolutely critical and needed at this time (in line with national guidance). The sites identified were therefore:

Patients ring their practice to book an appointment (both routine and urgent) or NHS111 when their practice is closed for an urgent appointment	Site	Opening times
	Forton Medical Centre, Gosport	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 10.30pm • Sat and Sun 8am to 10.30pm
Waterlooville Health Centre	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 10.30pm • Sat and Sun 8am to 10.30pm 	

NHS England determined nationally which services were vital to continue throughout the pandemic phase and therefore 'cold' sites were also aligned in the IPCAS service to day time delivery to ensure safety for patients, these were as follows:

Patients ring their practice to book an appointment (both routine and urgent) or NHS111 when their practice is closed for an urgent appointment	Site	Opening times
	Portchester Health Centre	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 10.30pm • Sat and Sun 8am to 10.30pm
Swan Surgery, Petersfield	<ul style="list-style-type: none"> • Mon to Fri 6.30pm to 9pm (from mid-September to increase to 10.30pm) • Sat and Sun 8am to 2pm 	

During the first wave of the pandemic the service model was adjusted to also allow patients to be booked into a video consultation, reducing the need for patients to travel and reduce the risk of infection.

Given the likely pressure on services over the forthcoming winter period and the potential impact of any local outbreaks of COVID-19, it is proposed that this service model is continued until the IPCAS contract expires in March 2021.

4. LONGER-TERM SERVICE PROVISION AND NEXT STEPS

There is a significant piece of work to be done to work with patients and the public to gain their views of the future of primary care services when the pandemic phase has passed. It is important that we use this as an opportunity to continue some of the innovations that have been introduced, but also ensure services respond to patient need.

As referenced previously the IPCAS contract runs until March 2021. NHS England has now confirmed that Primary Care Networks will become responsible for providing extended access to their patients and therefore this currently integrated service may be split again as follows:

- the GP Extended Access Service provided by Primary Care Networks
- the GP Out of Hours Service provided by a Primary Care Provider Organisation

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.

This work will now be extended to Primary Care Networks given they will now be responsible for delivering elements of this service.

All service providers, as well as the CCG will need to take into account how we can effectively develop these services but also robustly ensure we recognise the vast feedback we have collectively received to date. Some of this will include:

- 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.

5. RECOMMENDATION

It is recommended that the Committee notes the vast changes as a result of COVID-19, and recognises the proposed next steps to engage local people on the intended service changes as a result of the NHS England mandate for Primary Care Networks to deliver elements of this service.

Given the likely pressure on services over the winter and potential impact of local outbreaks of COVID-19, it is proposed that this service model is continued until the IPCAS contract expires in March 2021.

Appendix One: FAQ document

GP appointments and bookings

The way we access GP services has changed. Below are some frequently asked questions that may help you understand these changes:

Why can't I walk into my GP practice?

The coronavirus (Covid-19) pandemic has forced us all to work differently to help slow down the spread of the virus. All healthcare settings are taking special measures to protect you, the public and their staff. GP practices are working as hard as ever, but differently.

Where possible we want to avoid people having to wait inside a waiting room together, as we know this increases the risk of the virus spreading. Like hospitals and dentists, we have also had to change how we offer our services to you. If you do need to come in, then we can ensure there are a minimal number of people in the practice, we can maintain social distancing and keep patients and staff safe.

How do I get an appointment?

The easiest and most effective method is to use e-Consult through the practice website, or you can telephone. You will then be contacted by a clinician to talk through your symptoms either over the phone, via email, or if needed and you have the available technology, through a video consultation.

Why can't I book a face-to-face appointment?

We have adapted the way in which you can get an appointment quickly and safely. Most patient's health concerns can be managed over the phone or via video consultation. This is why we are providing you with either an initial phone call or video consultation to decide what would be the best way to help. If we can support you without needing you to come into the practice then we reduce the need for you to travel, and reduce the risk of the virus spreading.

If you do need a face-to-face appointment, you will be invited to attend the practice. If we can ensure there are a minimal number of people in the practice, we can maintain social distancing and keep patients and staff safe.

What is e-Consult?

You can access e-Consult via the practice website. It lets patients consult with their own NHS GP online by completing a quick form which is reviewed by the practice. After reviewing your query, you will then be directed toward the most appropriate help. This might be some advice on self-help, pharmacy advice, an appointment with one of the practice clinical team or another service. Your data is secure at all times – including during a video consultation or telephone call.

What if I do not have access to a smartphone or web camera?

While technology has evolved and supports us all in many different ways in our day-to-day lives, we appreciate not everyone will have access to a smartphone or web camera for a video consultation.

We can still talk to you on your mobile phone or landline.

Will I need to wear a face mask if I come into my practice for an appointment?

To help limit the spread of the virus, we are asking for all patients aged 12 and over to wear a face covering when they come to the practice. This doesn't have to be a face mask, but a cloth covering which covers your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head. You can find additional information by visiting

<https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering>

How do I get a repeat prescription?

For practices to fill in according to its practice policy.

How do I cancel or move a booked appointment?

For practices to fill in according to its practice policy.

How do I see a GP during the evening and weekends?

For evening and weekend access to GPs please either visit 111.nhs.uk or call NHS 111.

What if I am not registered with a GP practice?

You can call any GP surgery to get emergency treatment for up to 14 days if you are not registered with a GP or are away from home.

If your treatment will last longer than 14 days, you'll have to register as a temporary or permanent resident. You can find more information about this via www.nhs.uk and search 'how to register with a GP practice'.

If you are a resident in the area and need to register with a practice, then it's best to look at practices where your home falls within its geographical boundaries. You can check a GP practice boundary by visiting their website.

Once you have selected which practice you would like to register with, make contact with them either by calling or visiting their website.

You will be asked to fill out a registration form and once it is completed and returned, NHS England will transfer your medical records to your new practice. They will also write to you to confirm your registration with your chosen practice.

What do I do if I think I have coronavirus (Covid-19)?

The main symptoms of coronavirus are:

- high temperature – this means you feel hot to touch on your chest or back
- new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

If you are experiencing one or more of these symptoms then DO NOT visit your GP practice. You should visit 111.nhs.uk/covid-19 or call NHS 111 if you cannot get help online.

You must self-isolate for seven days from when your symptoms started. Anyone you live with, or in your support bubble, who does not have symptoms must self-isolate for 14 days from when the first person started having symptoms.

You must also ask for a test as soon as you start showing symptoms. You can do this online – visit www.nhs.uk/ask-for-a-coronavirus-test