

<b>Report to:</b>	<b>ADULT SOCIAL CARE AND HEALTH SCRUTINY COMMITTEE</b>
<b>Relevant Officer:</b>	Mr David Bonson, Chief Operating Officer, Blackpool Commissioning Group
<b>Date of Meeting:</b>	28 November 2018

## EXTENDED ACCESS GP APPOINTMENTS

### 1.0 Purpose of the report:

1.1 To provide an update to the Committee on extended access GP appointments.

### 2.0 Recommendation(s):

The Committee is asked to consider the report and associated appendices to support the discussions.

### 3.0 Reasons for recommendation(s):

3.1 Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2 Is the recommendation in accordance with the Council's approved budget? N/A

4.0 Other alternative options to be considered: N/A

### 5.0 Council priority:

5.1 The relevant Council priority is

- Communities: Creating stronger communities and increasing resilience

### 6.0 Background information

6.1 The Committee has requested assurances surrounding extended access to GP appointments in Blackpool, following on from the Gazette article published on 29 July 2018 titled 'Your doctor won't see you now'. The link to the article can be found here: <https://www.blackpoolgazette.co.uk/news/health/your-doctor-won-t-see-you-now-1-9275153>. On reviewing the data sources, it should be noted that the data referred to

within this article was collected prior to the launch of the extended access service in Blackpool in October 2017.

The key issues outlined in the article which are addressed within this report are:

	<b>Issue</b>	<b>Location of the relevant information within the reports/appendices</b>
1.	Almost one in five patients in Blackpool have no access to out of hours GP appointments at their own surgery – four years after it was promised by the Government.	<ul style="list-style-type: none"> <li>• Below the table, please see (a) titled ‘national policy’ and (b) titled ‘extended access across the Fylde Coast’.</li> <li>• Please also see:               <ul style="list-style-type: none"> <li>○ Appendix 5(a) – extended access utilisation data for Whitegate Drive Health Centre and</li> <li>○ Appendix 5(b) - communications and engagement report regarding extended access to GP services</li> </ul> </li> </ul>
2.	Figures reveal that there are still more than 100,000 people in the Fylde Coast not getting the full services pledged back in 2014 at their own GP surgery.	
3.	22% have some access to their GP out of hours – but only on selected days and one in 10 people have no extended access at all.	
4.	31,026 people (18%) of people in Blackpool with no extended access at all – Blackpool is in the bottom 25% when it comes to no access at all.	
5.	Lack of Doctors on the Fylde Coast	Please see section (c) titled ‘workforce’.
6.	Number of extended access appointments available and waiting times	Please see section (b) titled ‘extended access across the Fylde Coast’ – paragraph 4 and appendix 5(a) extended access utilisation data for Whitegate Drive Health Centre.

#### **a) National policy**

As outlined in the General Practice Forward View (April 2016), the ‘Next Steps on the NHS Five Year Forward View’ (March 2017) and the ‘Refreshing NHS Plans for 2018/2019’ (February 2018), CCGs are required to provide extended access to GP services including at evenings and weekends for 100% of their population by 1 October 2018. However, as stated in the General Practice Forward View:

*'Delivering improved evening and weekend access is not about every GP or every practice nurse having to work seven days a week. Nor does it mean that every practice in the country needs to be open seven days a week. It will mean that groups of local practices and other providers will be offered the funding and opportunity to collaborate to staff improved in and out of hours services'.*

#### **b) Extended access across the Fylde Coast**

When the extended access guidance was originally published, the CCG discussed this with practices in Blackpool to determine whether this service could be offered by individual practices. It was felt that due to workforce challenges across the Fylde Coast that this would not be a clinically sustainable option and therefore it was decided unanimously that the CCG should commission a service on behalf of the practices based on the national specification.

The CCGs therefore commissioned the Extended Access Service, which operates from three sites across the Fylde Coast – Whitegate Drive, Freckleton and Fleetwood Health Centres – offering extended access to 100% of the population and patients are able to visit any of the three sites, whichever is the most convenient to them.

Blackpool CCG has included access requirements for core hours provision (8am – 6.30pm) for a number of years, to ensure the demand for appointments is managed effectively. All practices are asked to provide a minimum of 75 appointments with a prescribing clinician per thousand of the population. A number of practices provide over and above this provision.

It is not possible to gain waiting list information from practices as they work differently according to their patient demographics. For example, in Central Blackpool, practices will provide more same day urgent slots, where the preference in Cleveleys is to offer more pre-booked appointments. However, children under 12 years of age should always be assessed on the same day via a face to face appointment or by phone.

Out of the 18 practices across Blackpool, 14 provide additional appointments outside of the core hours as part of Direct Enhanced Services (DES) for extended access, which equates to 78% of practices.

Please see attached:

- Appendix 5(a) – which outlines extended access utilisation data for Whitegate Drive Health Centre and
- Appendix 5(b) - a recent communications and engagement report regarding extended access to GP services

#### **c) Workforce**

Blackpool has been recognised as a challenged area in terms of number of GPs and is

part of the National GP Intensive Support Programme. More detail can be found here: <https://www.england.nhs.uk/gp/gp/v/workforce/retaining-the-current-medical-workforce/local-gp-retention-fund/>

As part of this programme, Blackpool CCG is in the process of developing different roles to try and attract new GPs to the area, by offering portfolio career options.

- 6.2 Mrs Sharon Davis, Scrutiny Manager has also attached the Healthwatch Blackpool report, Having Your Say in GP Surgeries as an appendix to offer an additional evidence source for consideration.

Does the information submitted include any exempt information? No

**7.0 List of Appendices:**

- 7.1 Appendix 5(a): Whitegate Drive extended access utilisation data  
Appendix 5(b): Extended access communications and engagement report  
Appendix 5(c): Healthwatch Blackpool, Having Your Say in GP Surgeries

**8.0 Legal considerations:**

- 8.1 Not Applicable.

**9.0 Human resources considerations:**

- 9.1 As outlined in section (c) – workforce.

**10.0 Equalities considerations:**

- 10.1 Not Applicable.

**11.0 Financial considerations:**

- 11.1 The Extended Access Service is funded via NHS England Access funding.

**12.0 Risk management considerations:**

- 12.1 Not Applicable.

**13.0 Ethical considerations:**

- 13.1 Not Applicable.

**14.0 Internal/external consultation undertaken:**

14.1 Information outlined within section (b) 'Extended Access across the Fylde Coast' and appendix 5(b) – communications and engagement report .

**15.0 Background papers:**

15.1 Not Applicable.