

Tilbury Chadwell PCN Enhanced Access Service Patient engagement

July 2022



Have your say

Patient engagement document

About this document

This document explains how your local NHS, intends to develop 'Enhanced Access' to GP Practices in Tilbury and Chadwell with wider hours of opening across the Primary Care Network Practices from 1st October 2022. This service will extend access to routine appointments for local people whilst making services sustainable for the future.

Tilbury Chadwell Primary Care Network is a collaboration of 5 GP Practices geographically aligned and working together to improve patient care. The PCN serves a weighted patient population of approximately 38,000 with diverse health needs.

Our member practices are:

Practice
Commonwealth Health Centre
Sai Medical Centre (including East Tilbury and Corringham Medical Practices)
Rigg Milner Medical Practice (East Tilbury & Corringham)
Tilbury Health Centre (Tilbury Chadwell Group)
Medic House and Appledore

Introduction

On 1 July 2019, GP practices across England began working with other practices in their local area in groups called Primary Care Networks (PCNs).

PCNs were announced as part of [NHS England's Long Term Plan](#) in January 2019. They have been put in place to improve and extend the range of services that are available in the community and join up the care that is provided from different organisations.

It is expected that by practices working together with a range of local providers, including community services, social care and the voluntary sector, they will be able to make resources go further.

Purpose of this Engagement

On 1st March 2022, NHS England published the updated GP contract regulations for 2022/23. The contract includes arrangements for a new **enhanced access service**, which is the further development of two existing services, known as extended hours service and extended access service (further information can be found below). This new service aims to improve patient access to primary care.

What is Enhanced Access?

At the moment all GP practices must provide some additional appointments every week before or after normal opening times for their own patients; this is known as extended hours. In addition, Clinical Commissioning Groups (now renamed as Integrated Care Board or ICB) must make sure that patients can access appointments with primary care clinicians and staff in convenient locations across all Tilbury and Chadwell Network Practices outside of the core hours, this is known as extended access. From 1st October 2022 NHS England has decided that these two services (extended hours and extended access) should come together and form one service that will be known as **Enhanced Access**.

What is Extended Access?

Extended access is the offer, to registered patients of a GP practice, of pre-bookable ROUTINE appointments outside of core contractual hours, either in the early morning, evening or at weekends. These appointments will be provided at a location in the network near where you live.

Extended access to primary care was introduced by NHS England in 2016 to ensure everyone has easier and more convenient access to GP services, including physical and digital appointments at evenings and weekends.

What is Extended Hours?

The Extended Hours Service is a requirement of the Network Contract Directed Enhanced Service (Network Contract DES) which was first introduced on 1 July 2019. This Service delivered by GP Practices, offers additional clinical appointments outside of Primary Care Network (PCN) member practices core contracted hours, to all registered patients within the PCN. These same day or pre-booked appointments are offered to patients via a mixture of methods, including face-to-face, by telephone, video and/ or online consultations.

Why are we changing services?

Improving Access to Primary Care Services is important and key to better population health management.

With the national developments of Primary Care Networks (PCNs), explained below, the funding and responsibility for extended access must transfer to the Primary Care Networks by October 2022. The new service will be known as **enhanced access** and is a combination of extended and enhanced access services.

NHS England have said “***The new enhanced access arrangements aim to remove variability and improve patient understanding of the service. The new offer is based on PCNs providing bookable appointments outside core hours within the Enhanced Access period of 6.30pm-8pm weekday evenings and 9am-5pm on Saturdays, utilising the full multi-disciplinary team, and offering a range of general practice services, including ‘routine’ services such as screening, vaccinations and health checks, in line with patient preference and need.***”

Networks up and down the country are looking at current service and reviewing how it can be improved and over time, additional treatments and services may be offered. Tilbury Chadwell PCN is also looking at creating more local Hub Facilities so that the service is easier to access for patients. As a PCN we want to make sure that the service offered meets local health needs of patients registered in any of our Tilbury Chadwell PCN Practices.

What will the proposed changes mean to me?

Tilbury Chadwell PCN is engaging with patients registered across our 5 GP Practices via Patient Participation Groups, Engagement Events and through feedback from the EA engagement survey. We will use this information to shape our services to suit patients and address local health priorities.

Types of appointments that will be offered include:

- Smear tests
- Diet and lifestyle advice
- Musculoskeletal Problems
- NHS Health Checks
- Weight management
- Chronic disease reviews

There will always be a GP available during each session. Appointment types will be a mixture of face to face and remote consultations. The appointment types will be delivered by a mix of GPs, Practice Nurses, Advance Nurse Practitioners, Clinical Pharmacists and Health Care Assistants. It is the intention of the service that it uses a wide variety of roles and skill mix to ensure the service is resilient whilst meeting the needs of patients.

Feedback from our patients will be shared with local commissioners/ICB and will be used in our planning ahead on the design of the service model to suit the needs of the population.

Potential benefits

Tilbury Chadwell Primary Care Network Practices are keen to ensure that the revised enhanced access service meet the needs of patients both in terms of health care provision and accessibility and convenience. Some of the main benefits are:

- Patients will have additional non-urgent access to more local primary care services than are currently provided. Whilst the appointments in the enhanced access services are for non-urgent appointments, we hope that this will free up access to more urgent, same day and pre-bookable appointment slots in practices

- More appointment types will be available with the primary health care team
- With this greater flexibility in managing appointments outside of core hours, the PCNs hope to be able to meet the needs of patients who would prefer appointments at their own GP Practice within core hours
- By providing more appointments in a convenient location and the provision of appropriate and safe systems of primary care in the community, there should be a reduction in the number of patients attending A&E. This is good for everyone.
- Access to your own GP Practice appointments will not change, however, you will also be offered access to additional appointments in the evening and on a Saturday. These appointments will be available to all patients registered with a Tilbury Chadwell PCN GP Practice.

How you can give us your views

We are looking for your views on the new enhanced service with a formal patient engagement.

Please complete the **short survey** and pass it back by handing it in at your registered GP Practice.

Your voice matters and it is important that we gather as much feedback as we can from patients of all Network Practices.

Should you need support in filling in your questionnaire, or would like information in another format please ask at your registered practice.

Thank you,

Tilbury Chadwell PCN