

Derbyshire - Enhanced
Access Services
Scrutiny Committee
July 2022

Background/Context



- The forming of Primary Care Networks: Primary Care Networks (PCNs) are a key part of the [NHS Long Term Plan](#), with general practices being a part of a network, typically covering 30,000-50,000 patients; within these networks GP practices work together with community, mental health, social care, pharmacy, hospital and voluntary services . The networks provide the structure and funding for services to be developed locally, in response to the needs of the patients they serve.
- PCNs build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home. Clinicians describe this as a change from reactively providing appointments to proactively caring for the people and communities they serve.
- [Investment and Evolution](#) (2019), confirmed the intention to **bring together current extended access services and funding streams – including extended hours access under the Contract DES, the CCG commissioned extended access services** and funding contained within the global sum - into one, single funding stream under the Network Contract DES, to support delivery of a new model of Enhanced Access.
- There will be little change from the current services for patients, the main difference is moving from a hub to a PCN delivery model (some PCNs have already moved to this model) and there is no longer a requirement to deliver the service on a Sunday or Bank Holiday.
- This was originally to commence in April 2021, but it was agreed that this would be delayed until April 2022 due to the pandemic and then further delayed until October 2022 to avoid disruption over winter and support core general practice capacity.

- [Plans for PCNs for 2021/22 and 2022/23](#) confirmed that commissioners should ensure that PCNs are preparing for this transition, and that they have undertaken good engagement with existing providers to enable the service to commence from October 2022.
- In preparation for introducing the new Enhanced Access service, PCNs and commissioners have been asked to produce and agree a plan outlining how they will develop and implement the enhanced access services in line with the local population need.
- The national GP Access Team is offering a range of support and guidance in the run up to October 2022, to help PCNs and commissioners deliver the specification and develop their plans.

Network Contract DES Enhanced Access Service - key dates



- **31 March 2022:** [Network Contract Directed Enhanced Service Contract specification 2022/23 – PCN Requirements and Entitlements](#) published
- **April – July 2022:** PCNs develop their plans through engagement with local patients, taking into account local population needs
- **31 July 2022:** PCNs submit their plans to ICSs for approval
- **August 2022:** ICSs review and sign off PCN plans
- **August – October 2022:** PCNs prepare the service for go live
- **October 2022:** new Enhanced Access service goes live

Enhanced access service requirements



The Network Contract DES sets out the following requirements for the Enhanced Access service

A more standardised offer for patients

- 6.30pm and 8pm Mondays to Fridays and between 9am and 5pm on Saturdays (the 'network standard hours')
- A minimum of 60 minutes of appointments per 1,000 PCN adjusted populations per week during the network standard hours
- GP cover during the network standard hours
- Appointments must be bookable in advance and same day
- PCNs must actively communicate availability of enhanced access appointments to patients
- Must deliver a mixture of in person face to face and remote (telephone, video or online) appointments
- Sites at which face-to-face services are to be provided must be at locations convenient to access for patients

Enhanced access service requirements (continued)



A consistent and more digitally enabled offer

- Support all modes of consultation, so there is no difference in the digital maturity of the EA services and core hours
- make the EA appointments available for booking a minimum of two weeks in advance
- make the enhanced access appointment book accessible by the member practices
- make same-day online booking for appointments available
- operate a system of enhanced access appointment reminders
- provide patients with a simple way of cancelling an enhanced access appointment at all times
- have in place appropriate data sharing and, where required data processing arrangements
- Appointment data for that PCN can be incorporated into the General Practice Appointment Data (GPAD) set
- A PCN must ensure, when available, appropriate telephony and IT interoperability will operate between the Core Network Practices within the PCN

Enhanced access service requirements (continued)



A more integrated offer with IUC	<ul style="list-style-type: none">• Must make available to NHS 111 any unused on the day slots during the Network Standard Hours
An improved routine (planned care) and multidisciplinary offer	<ul style="list-style-type: none">• PCNs must deliver general practice services, including appointments for planned care like screening, vaccinations (including COVID-19 vaccinations and boosters) and immunisations, health checks and PCN services• Appointments must be delivered by a multi-disciplinary team of healthcare professionals
Focused on addressing access inequalities	<ul style="list-style-type: none">• The EA funding will be distributed using PCN adjusted populations based on the CCG Primary Medical Care weighted populations• PCNs should utilise population health management and capacity/demand tools and engage with their registered population to ensure the range of services offered take account of patient preferences

Enhanced Access in Derbyshire



Enhanced Access in Derbyshire will equate to*:

- Approximately 7,000 10-minute appointments
- Which equates to approximately 30,000 monthly 10-minutes appointments

*based on Oct 21 weighted population figures – so they may change slightly

Patient Engagement



A patient engagement survey for the Enhanced Access Services has been distributed. A copy can be found in Appendix 2.

As of 22/06/2022 1079 responses to the survey have been received so far.