

Lewisham GP Extended Access (GPEA) Service – Case study



Healthy London
Partnership



GP Extended Access Service

More GP and nurse
appointments in Lewisham
7 days a week,
8am-8pm



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**Healthy London
Partnership**

NHS
Lewisham
Clinical Commissioning Group

**ONE
HEALTH
LEWISHAM**

Background

The General Practice Forward View set out plans to enable CCGs to commission and fund additional capacity across England to ensure that by 2020, everyone has improved access to GP services. This includes sufficient routine appointments at evenings and weekends to meet locally determined demand, and effective access to out-of-hours and urgent care services. London has led the way in providing extended access to general practice with 100% of coverage throughout the region.

An example of practices working collaboratively at scale to provide GP extended access is the “One Health Lewisham” GP Federation. The service offers bookable GP and nurse appointments to patients registered with a Lewisham GP, seven days a week, from 8am to 8pm.

One Health Lewisham is wholly owned by the GP practices in the borough and has grown out of four neighbourhood federations in the North, Central, South East and South West of the borough with a total of 300,000 registered patients (2017). Their work remains rooted in these local communities, as well as across Lewisham to improve the quality of services for all patients, and by working together to deliver safe, effective and responsive healthcare services.

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In November 2017, the service relocated to a purpose built suite within University Hospital Lewisham, which enabled it to offer appointments for children and babies. As the service is located within the hospital, patients who need to see a GP are often transferred from the Urgent Care Centre, which relieves pressure on these urgent services. Patients can also access the service by calling NHS 111.



Lewisham CCG and One Health Lewisham wanted to make sure everyone registered with a GP in the borough knew about and used the service when they needed it. They worked together on some creative ideas to promote the new location and additional services, and embarked on a multi-channel communications campaign, which included producing a film to help patients and GP staff to understand the service. The film was promoted on websites and social media. You can find the video at https://www.youtube.com/watch?v=ulJKe4_pCsl



Receptionists were identified as a key audience to bring on-board to promote the service. Training for receptionists was commissioned to ensure that they understood the service and how to access it, and front of house staff were also given promotional badges to wear. The badges were designed to prompt a conversation about the service between patients and receptionists. They have proved to be very popular with both receptionists and patients alike and the concept has been adopted by neighbouring boroughs.



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How has the service delivery benefitted by working collaboratively at scale?

We are committed to ensuring equitable and sustainable services across our borough. By working together through the GP Federation, all Lewisham patients now have this access to additional GP and nurse appointments. This model also supports recruitment and retention with GPs/nurses having the option to include GPEA work as part of a wider portfolio.

Any further plans/next steps?

We want to maximise usage of appointments for patients, by reducing the amount of Did Not Attends (DNAs).

We hope to expand the range of care to patients coming into the service (building on the core infrastructure of 7 day provision and access to medical records) to offer additional services to Lewisham patients and are already providing vaccinations and screening to try and improve uptake.

Achievements

How has it benefited patients?

- 90% of patients say they are very satisfied or satisfied with the care and treatment they received
- 87% say the location is convenient
- 90% of patients said they would recommend the service to friends and family if they need similar care and treatment
- 92% of patients rated the service 'Very good' or 'Good'
- 34% of patients said they would have gone to A&E if not offered an appointment at the service

How has it benefited practices?

Working at scale in this way has benefitted Lewisham GP practices by providing additional appointments. The Extended Access Service is seeing many routine appointments, which frees up GPs to see patients with complex and long term conditions who may need more time with their own GP.

Marianna, a Patient:

"I needed to see a Doctor urgently, so the receptionist helped me arrange an appointment at the extended access service. The doctor was very supportive of my urgent needs and resolved my problem within 15 minutes of my arrival on a Sunday morning. If I hadn't been able to come here, I probably would have gone to A&E. "

Dr Anthony Egboh, Clinical Lead of GPEA:

"This is a really important service for the residents in Lewisham, we know people have all sorts of commitments including work, caring and parenting, so it can be difficult to get a GP appointment with their usual GP. The GPEA extended access fits around these lifestyles and enables patients to get the care they need when they need it. We've got a great team working at the service and we've had really good feedback from patients and GPs in the borough."

Dr Jacky McLeod, Clinical Director, Lewisham CCG

"We are really pleased with the service which is delivered by One Health Lewisham (OHL), our GP Federation. It has been in place since April 2017 and we've had great feedback from patients, practices and the Trust. It's so important that people use the right service when they are unwell and through this service we have been able to offer improved access to the bookable GP and nurse appointments that people need, early and late, seven days a week. Patients are feeling the benefits of the service, which is great news!"



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Watch our video:

<https://www.youtube.com/watch?v=CPiKoRPqdJM>

Visit:

<https://www.lewishamccg.nhs.uk/your-health/Pages/GP-Extended-Access.aspx>

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