

## **ALEXANDRA AVENUE GP ACCESS CENTRE - CHANGES TO WALK-IN SERVICES AND THE IMPACT OF CHANGES**

This report has been prepared by the Harrow CCG to provide an update for the committee on the Alexandra Avenue GP Access Centre in relation to 'Changes to Walk in Services and the impact of Implementation of changes.

### **FOR INFORMATION**

**Meeting 4<sup>th</sup> February 2019**

### **Alexandra Avenue GP Access Centre**

In line with the NHS Long Term Plan, published in January 2019 which outlines the NHS strategy, the operating model for the Walk in Centre, located at Alexandra Avenue changed on the 1<sup>st</sup> November 2018 to become a GP Access Centre.

*“We will fully implement the Urgent Treatment Centre model by autumn 2020 so that all localities have a consistent offer for out-of-hospital urgent care, with the option of appointments booked through a call to NHS 111. UTCs will work alongside other parts of the urgent care network including primary care, community pharmacists, ambulance and other community-based services to provide a locally accessible and convenient alternative to A&E for patients who do not need to attend hospital.”*

### **Promotion and patient feedback of the new GP Access Service**

The GP Access Centre provides patients in the Harrow area with the following benefits:

- Improving patient access to high quality urgent and routine primary care
- Improving patient experience of primary care
- Promoting the appropriate use of urgent and routine primary care services through the redirection of patients to the right service
- Extended hours during the weekends and evenings with availability from 8am-8pm, seven days a week and offers bookable appointments up to 48 hours in advance.
- Provides continuity of care for patients with long term conditions.

The new GP Access Centre is aimed at providing additional clinical capacity in general practice at a time when there is considerable pressure on healthcare services as a result of rising patient demand. The commissioning of the service will enable patients to receive high quality, responsive, urgent and routine primary care in a location closer to home and at a time that is more convenient to them.

Harrow CCG implemented an intensive marketing campaign which included, leaflets, posters and lamp post banners advising patients of the change during late September and October.

Harrow CCG held engagement events, meeting with the public at key local venues

- Tesco Express Rayners Lane – 18/09/2018 11/10/2018
- Sainsbury South Harrow – 09/10/2018
- Asda South Harrow – 30/11/2018
- Rayners Lane Station- 23/11/2018
- St Ann's Shopping Centre -21/08/2018

Visits were made to local schools, faith groups, libraries, local shops, community groups, pharmacies and GP Practices ensuring leaflets were left on site to be passed onto the public.

Here are some comments received back from the public.



IT Links are implemented ensuring GP Practices in Harrow can book an appointment directly into the Alexandra Avenue GP Access Centre.

NHS 111 can book an appointment directly into the Alexandra Avenue GP Access Centre.

New Signage for the site was implemented for Go Live. This signage included posters on the roads around the Alexandra avenue site, as well as updating existing signs on the building itself.

In conjunction with the launch of the new GP Access Service, NHS Harrow CCG has produced a patient information leaflet for Winter. This leaflet gives details of the urgent and unscheduled care services available within Harrow,

the type of care they deliver, and provides details on how they are accessed. The services listed include NHS 111, the Walk in Centres at Belmont Health Centre and The Pinn Medical Centre, The Urgent Treatment Centre at Northwick Park Hospital, and the GP Access Service at Alexandra Avenue.

### **Current Position:**

Access centre appointments have been utilised by General Practice and NHS 111, with the Urgent Care Centre, based at Northwick Park Hospital, also booking directly into the service.

Data collected from 1<sup>st</sup> November to end December shows the following:

<b>Alexandra Avenue</b>	<b>November</b>	<b>December</b>
<b>Total Available</b>	1470	1502
<b>Total Unbooked</b>	186	176
<b>Total Booked</b>	1284	1326
<b>DNAs</b>	110	112
<b>Finished Appointments</b>	1174	1191
<b>Utilisation</b>	80%	79%

A review has demonstrated that a number of Sunday afternoon and evening appointments remain unused and the CCG is working with NHS 111 and the Urgent Care Centre to ensure the capacity is effectively used.

All Harrow practices can book into the slots and we are monitoring usage to ensure appointments are available to every practice in Harrow.

NHS Harrow CCG will continue to monitor the activity at the Alexandra Avenue on a monthly basis, along with the activity at the UCC and remaining Walk in Centres. The CCG will be looking to identify what impact, if any the GP Access Centre is having on activity levels across the other sites. The information to date demonstrates that the change from Walk in Centre to GP Access Centre at Alexandra Avenue has not had an adverse impact on the activity at the Urgent Care Centre at Northwick Park Hospital over and above seasonal pressures.

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