



The Collaborative Extended Access Service consist of four PCNs working collaboratively together to improve access for their patients. The PCNs within this collaboration for this service, are as follows: -

- Warrington Innovation PCN (known as WIN)
- Central East PCN
- East PCN, and
- South Warrington PCN (known as SWaN)

Since August 2019, the collaborative PCNs have received funding from NHS Warrington CCG to pilot an Extended Access Service for patients registered with member practices of the PCNs. Rather than to deliver the services at an individual PCN level, the decision of the PCNs was to commission Quay Healthcare to deliver the service on behalf of the collaborative PCNs. East PCN and Central East PCN are relatively small PCNs, and this way of working will enable patients in those PCNs to be able to access more diverse services that a smaller PCN may struggle to deliver.

During the pilot phase we worked closely with Quay Healthcare to review and evaluate the service model. We did this through using a management methodology called PDSA cycles (Plan, Do, Study, Act); by using this approach, we were able to make appropriate improvements to ensure a high quality led service was in place that met the needs of our patient populations. Throughout this period, we also gathered patient feedback from those who have used the service. A few of the improvements we made, are shown below: -

- Introduction of phlebotomy appointments
- Increase in smear taking, so further appointments offered
- More staff have come onboarded to support the service
- Improved communication to the practices
- More stable rota for staff
- Increased offer with appointments
- Access to the Web Link ICE for clinicians

To support this patient consultation we have prepared responses to five specific questions: -

1. The expected mix of services the PCN will provide as part of enhanced access services

The Extended Access service will deliver a range of services including: -

- *GP telephone and face to face appointments,*
- *Practice Nurse appointments focusing on both Chronic Disease Reviews and Cervical Smears*
- *Advanced Nurse Practitioner clinics, and*
- *Phlebotomy clinics.*



As we progress with the pilot we are continuing to access shared learning from neighbouring areas and monitoring patient needs in the area to ensure the service offers appropriate provisions for patients. The outcome of the consultation will provide additional intelligence to enable the service model to be one that delivers the right services at the right time to the patients of Central East, East, South and Warrington Innovation PCNs.

2. The appointment types and channels that will be available to patients in the PCN to book these appointments

All Extended Access appointments will be directly bookable on the registered practice appointment system via a 3rd Party booking using GP connect.

Appointments will at this stage only be available to be booked directly by the practice, and there will be no telephony system for direct patient booking. This system will allow the practices to triage and funnel patients through the practice as the first point of contact and allow the service to act as an extension of general practice - reducing the risk of creating further patient demand for primary care services in Warrington. The Standard Operating Procedure contains guides to support practices to make bookings via GP connect. As the service matures and the correct IT is available the PCN will look to introduce online booking.

3. How the PCN will meet the requirement to ensure a reasonable number of appointments for in-person face-to-face consultations are available

All Extended Access appointments have been weighted by patient population to ensure equitable access across the PCN grouping. A 70/30 split of Face-to-Face vs Telephone appointments will remain in place as this is currently the ratio that appointments are delivered at practice level however regular review will be undertaken to ensure that this ratio remains valid. As per the Direct Enhanced Service contractual requirements, if the service needs to remove any appointments due to planned or unplanned events, the number of appointments will be increased to ensure that the numbers "lost" are made up within two weeks.

4. What the proposed staffing or skill mix will be to deliver the services

The appointment types (as highlighted in Q1 above) will be delivered by a mix of GPs, Practice Nurses, Advance Nurse Practitioners and Health Care Assistants. The service is supported by administrators and an operations manager who will oversee the general running of the service. As the service continues to grow, it will be explored how other primary care amenable staff can offer a more varied service, for example, Paramedics, First Contact Physiotherapists, Mental Health Practitioners, Pharmacists etc. 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.

5. Where the PCN intends the site location(s) to be situated for patients to access in person face-to-face services, taking account of reasonable travel times for local patients



Central East Warrington PCN, East Warrington PCN, South Warrington PCN (SwaN) and Warrington Innovation (WIN) have agreed, following patient feedback, to deliver their PCN Extended Access offer using a 'hub and spoke' model, allowing patients access to appointments from both a central town centre location and a practice in their locality.

Monday to Thursday, appointments will be held at the 'spokes' – such as Latchford Medical Centre (SWaN), Stockton Heath Medical Centre (SWaN), Manchester Road Holes Lane Branch (Central East PCN and East PCN), Four Seasons Medical Centre (WIN) and Parkview Medical Centre (WIN). Friday to Sunday appointments will be offered at the town centre location Orford Jubilee Hub Car Park, which has direct bus routes and large car parking facilities (including disabled and parent and child spaces).