

Version Control

| Version | Date | Description | Lead person for any changes |
|---------|----------|-------------------------------|-----------------------------|
| 1.0 | 18/5/22 | Pharmacy information required | Marie-Ann Hunter |
| 1.2 | 30/05/22 | New FAQs added | Vicky Ellis-Brown |
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FAQs for the Consultation of the Enhanced Access Service, on behalf of Warrington Primary Care Networks.

- **What is a Primary Care Network (PCN)?**

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.

Each PCN looks after approximately 30,000 – 50,000 patients and they offer care on a scale which is small enough for patients to get the continuous and personalised care they value, but large enough to be resilient through working in partnership with others in the local health and care system. In Warrington, there are five PCNs.

- **What is the Purpose of this Consultation?**

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. This new service aims to improve patient access to primary care. The five Primary Care Networks in Warrington are consulting with their patient populations to ensure the new enhanced access service is fit for purpose and meets the needs of Warrington patients.

- **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 to this service, Clinical Commissioning Groups (CCGs) must make sure that patients can access appointments with primary care clinicians and staff in convenient locations across the town again outside of the hours that you can go to your registered practice; this is known as extended access. From 1st October 2022 NHS England has decided that these two services should come together and form one service that will be known as Enhanced Access.

- **What are Enhanced Access appointments for?**

Enhanced Access appointments offer our patients the chance to access primary care services outside of core contractual hours (8am – 6.30pm), offering greater flexibility and choice to our patients. Enhanced Access appointments also aim to reduce the current pressure on our busy GP practices through increasing local capacity.

- **Which Primary Care Network (PCN) does my Practice belong to?**

There are five PCNs in Warrington. You can find details of your Practice below:

| Collaborative PCN | | | | Central and West Warrington PCN |
|--|--|--|--|---|
| Central East Warrington PCN | East Warrington PCN | South Warrington PCN | Warrington Innovation Network | |
| <ul style="list-style-type: none"> • Cockhedge Medical Centre • Fairfield Surgery • Greenbank Surgery • Holes Lane Surgery • Manchester Road Medical Centre | <ul style="list-style-type: none"> • Birchwood Medical Centre • Fearnhead Cross Medical Centre • Padgate Medical Centre | <ul style="list-style-type: none"> • Brookfield Surgery • Lakeside Surgery • Latchford Medical Centre • Stockton Heath Medical Centre • Stretton Medical Centre | <ul style="list-style-type: none"> • 4 Seasons Medical Centre • Chapelford Medical Centre • Culcheth Medical Centre • Guardian Medical Centre • Parkview Medical Practice • Springfield Medical Centre • Westbrook Medical Centre | <ul style="list-style-type: none"> • Causeway Medical Centre • Dallam Lane Medical Centre • Eric Moore Partnership • Folly Lane Medical Centre • Helsby Street Medical Centre • Penketh Health Centre |

- **As a patient of Collaborative Primary Care Network (PCN), what can I expect from the Enhanced Access service?**

The Enhanced Access Service will offer patients, registered at a Collaborative PCN GP Practice, access to pre-bookable routine appointments outside of core contractual hours, either in the early morning, evening or at weekends.

Patients can expect an Enhanced Access service that is run by a team of dedicated and professional staff, ranging from experienced *local* clinicians, such as GPs and nurses to our helpful administration team. Furthermore, patients can expect a mixture of face-to-face and remote consultations, ensuring every individual patient can get the care they need. As the service matures, wider members of Warrington’s primary care workforce will become

available, e.g., paramedics, clinical pharmacists, mental health practitioners and Physiotherapists.

- **As a patient of Central & West Warrington PCN, what can I expect from the Enhanced Access service?**

Similarly, to the Collaborative PCN offer, the CWW Enhanced Access Service will offer patients, registered at a Central & West Warrington PCN GP Practice, access to pre-bookable routine appointments outside of core contractual hours, either in the early morning, evening or at weekends.

Patients can expect an Enhanced Access service that is run by a team of dedicated and professional staff. These will include GPs, Nurses, Health Care Assistants, First Contact Practitioners (physio), Primary Care Paramedics, Primary Care Pharmacy support, and of course our experienced administration teams. Furthermore, patients can expect a mixture of face-to-face and remote consultations, ensuring every individual patient can get the care they need. As the service matures, we anticipate wider members of Warrington's primary care workforce to become available, e.g., Mental Health Practitioners and Social Prescribers.

- **Can I make an appointment to see my GP?**

Yes – your GP practice remains open and accessible to all of its patients, and you can still book to see your GP.

If you chose to accept an appointment at the new Enhanced Access service, you may not be seeing your practice GP, it could be another clinician.

- **Can I make an appointment to see a GP who's the same gender as me?**

Choice of gender may not be available on every appointment in the Enhanced Access service as it will depend on availability. However patient choice is important to us so please inform the call handler of your wish to see a GP who is the same gender.

- **Will the GP I see have access to my medical records? Or will I have to explain everything to them?**

Every effort has been made to make your journey as seamless as possible. There are two different types of clinical systems in use across Practices in Warrington, depending on what clinical system your practice uses, the clinician should be able to see either your full medical records or partial record. Our local GPs in Warrington have agreed that seeing a restrictive view of a medical record does not put any patients at a significant risk and the highest possible standard of care can still be provided. Data sharing agreements to enable this will also be in place.

- **If I access the Collaborative PCN service, can I only see a GP, or are there other healthcare professionals / clinicians that I can, see?**

Patients can enjoy access to a range of healthcare professionals. As the service begins, available appointments will predominantly be for GPs/Nurses, however as the service matures and develops, patients will be able to access paramedics, clinical pharmacists, mental health practitioners and physiotherapists – an offer we are really proud of.

- **If I access the Central & West Warrington PCN service, can I only see a GP, or are there other healthcare professionals / clinicians that I can, see?**

Patients can enjoy access to a range of healthcare professionals, these will include GPs, Nurses, Health Care Assistants, First Contact Practitioners (physio), Primary Care Paramedics and Primary Care Pharmacy support. As the service matures and develops, we anticipate patients could have access to other healthcare professional including Mental Health Practitioners and Social Prescribers.

- **Can a Carer, friend or family member accompany me for the appointment?**

Yes – If you require the support of a carer, friend, or family member at your appointment they are more than welcome. We want you to feel at ease and well supported.

- **How do I make an appointment?**

Appointments can be made through your GP practice. The receptionist will be able to offer you an appointment outside of core Practice hours if you are unable to access the Practice during the day.

- **If I access the Collaborative PCN service, how long are the appointments?**

Appointments are 15 minutes in length.

- **If I access the Central & West Warrington PCN service, how long are the appointments?**

As a minimum, appointments are 15 minutes in length, however this depends on which type of clinician you are booked with, who may be different to the staff you usually see in your Practice.

- **Can I book a double appointment?**

Yes – if the clinician feels you require a double appointment, this will be arranged for you.

- **How far in advance can I book an appointment?**

You can book an appointment up to 14 days in advance.

- **Can I book an appointment on behalf of someone else?**

Yes – If the patient is unable to book an appointment themselves, a carer or family member can book an appointment on their behalf.

- **Can I just walk in and be seen?**

No walk-in appointments are available, this service is strictly by appointment only.

- **What does the service cover?**
This service is for routine appointments only; not for urgent or emergency care.
- **Does this mean practices are opening seven days a week?**
Individual practices are not open 7 days a week. This service is an extension of primary care, meaning that some primary care services in Warrington will be open 7 days a week.
- **Is the Collaborative PCN service also open on Bank Holidays?**
Yes, the service will be open for patients on bank holidays.
- **Is the Central & West Warrington PCN service also open on Bank Holidays?**
There are currently no plans to open on bank holidays, but we will ensure that any capacity that would have been due to be delivered on a bank holiday is rescheduled in the same week so that overall capacity will remain the same.
- **Does this mean I will be guaranteed an appointment when I want it?**
Unfortunately, we cannot 'guarantee' an appointment when you want it due to a range of factors, e.g., capacity. However, GP practice staff will endeavour to give you an appointment at a time/date that suits you.
- **Will the early morning appointments at my own practice still be available?**
This is currently under review. Should this consultation conclude that these types of appointments suit the needs of our patients, we will look to provide some early morning capacity.
- **Can I book an appointment on the NHS App?**
This depends on the IT systems capabilities. We are exploring this option and hope by October, when the service goes live, that the IT systems will support this offer to patients.
- **Will there be parking on site at the venue for my appointment?**
Parking will be available to patients, when deciding the venue, part of the decision-making process involved the accessibility of parking, including disabled parking spaces.
- **Will there be a Receptionist or other Staff Member to support me when I arrive?**
Yes – there will be staff on hand when you arrive to support you and answer any questions you have. Our teams will have received training and are looking forward to welcoming you to the service.
- **Is the approach to the venue well lit?**
There is lighting outside of the site(s) to ensure that patient's feel safe when arriving/leaving.

- **As this Service is going to be staffed by clinicians already working in our Practices, will this not cause staffing / workload issues?**
 We are working very hard to ensure that this won't be the case. Additional staff including Primary Care Paramedics and Primary Care Pharmacy support will be doing extra hours and we are also looking to introduce other Healthcare Professionals to the Service.
- **Will the Healthcare Professionals involved in this Service be of high standard?**
 Yes – all of the Healthcare professionals working in the Enhanced Access Service will be trained as per the requirements of their role, the same as they are in General Practice. Regular reviews of quality and patient experience will be undertaken, and staff will partake in personal development reviews.
- **Will the Practice staff be trained to promote this new Service?**
 Yes – Practice staff will be educated on the new Enhanced Access Service and will actively promote this Service, if it is appropriate for your medical needs.
- **How will confidentiality be maintained?**
 Confidentiality is very important to us, and the Enhanced Access Service will be no different. All staff working in the Enhanced Access Service will have signed copies of confidentiality agreements on their records. All staff working in Primary Care undertake annual training in Information Governance.
- **Will this new Service only be available if I ring my Practice at 8am?**
 The release of appointments has not been finalised, as we are awaiting the outcome of this consultation before determining this process. Please rest assured that we will introduce a fair appointment availability policy across the Practices.
- **What assistance have you put in place to consider deaf patients?**
 All proposed locations are current existing Primary Care estates which are required, by CQC, to maintain an equitable service for those with hearing impairment and deafness.
- **Will you be having extra interpreters for this service?**
 We will continue to use the current Primary Care interpreting services. We are currently working with our commissioner to ensure that this service will be available during the hours of Enhanced Access.
- **Will this new Service provide more choice of locations that are accessible to all patients?**
 Delivering the Enhanced Access Service from a variety of Practice locations will offer patients more choice and reassurance that these purpose-built locations are staffed and equipped to provide safe care. All proposed locations have disabled access and parking in close proximity.
- **Will there be one point of call for patients using the service who may need to raise concerns/ complaints?**

We would encourage patients to communicate with their own registered Practices if they have any complaints regarding the Enhanced Access Service. Your registered Practice would then conduct a review of this complaint. The Enhanced Access Service will have a Quality Assurance process in place and outcomes will be measured regularly to ensure good levels are delivered.

- **What's happening with Bath Street?**

This consultation is only considering the move of a small element of Bath Street services so that it can be further enhanced. All other current existing Services operating from Bath Street (including the GP out of hours service), will continue to be delivered from that location, as far as we are aware.

- **Why do we not have any walk-in clinics in Warrington?**

Unfortunately, this question is out of the scope of the Enhanced Access consultation. The commissioner of services for Warrington is currently NHS Warrington Clinical Commissioning Group.

- **I don't access social media so how are you ensuring patients know about this Consultation?**

We are working very hard with our colleagues in the CCG to ensure that patients are aware of this consultation. Practices have launched an SMS (text messaging) campaign to inform their patients of how to learn more and complete the survey. Representatives from the PCNs are attending a series of engagement events. The CCG has contacted numerous stakeholders to inform them of this consultation and invited them to circulate the message even further. Posters are being displayed in local areas and in Practice waiting rooms. Paper copies of the consultation document and survey are available to collect from our Practices. We have also developed an easy-to-read paper leaflet that patients can obtain from numerous locations across the town. If you can think of other channels of communication not listed, please contact us.

- **Where can I get more information?**

More information of the consultation is available on Warrington CCG's website <https://www.haltonwarringtonccg.nhs.uk/how-we-listen-and-engage/how-we-listen-and-engage-in-warrington/engagement-consultations-and-involvement/enhanced-access-consultation-2022>

Collaborative PCN Model

- **Why have you chosen this location?**

'The collaborative' extended access service is proposing to operate a 'hub and spoke' model, with the aim of allowing patients to access primary care in their locality.

Currently the service at Bath Street is operated at a fixed location.

The proposed 'hub and spoke' model will offer appointments from various practices across the PCN (known as the spokes) and Orford Jubilee

Neighbourhood Hub, 1st floor, Jubilee Way, Warrington, WA2 8HE, (known as the “hub”).

Orford Jubilee Hub has been chosen for a number of factors:

- Its central location means that patients do not have to travel too far, whether they live in the North, East, South or West.
- Direct bus routes are available to the site, with the bus stop at the front of the building.
- Large car park, which is free of charge if your visit is under 3 hours, giving ample time for patients to ensure all their concerns are addressed and do not feel rushed.

The ‘spokes’ aspect of this service is how we ensure patients can access primary care within their locality.

The table below shows the proposed new venues and timings for the Enhanced Access service. These venues will be available for all registered patients of:

- Birchwood Medical Centre
- Fearnhead Cross Medical Centre
- Padgate Medical Centre
- 4 Seasons Medical Centre
- Chapleford Medical Centre
- Culcheth Medical Centre
- Guardian Medical Centre
- Parkview Medical Practice
- Springfields Medical Centre
- Westbrook Medical Centre
- Brookfield Surgery
- Lakeside Surgery
- Latchford Medical Centre
- Stockton Heath Medical Centre
- Stretton Medical Centre
- Cockhedge Medical Centre
- Fairfield Surgery
- Greenbank Surgery
- Holes Lane Surgery
- Manchester Road Medical Centre

| Venue | M | T | W | T | F | Sa | Su |
|--------------------------|--------------|----------|----------|----------|----------|-----------|-----------|
| Latchford Medical Centre | 6.30pm – 8pm | | | | | | |
| 1 Manchester Road | 6.30pm – 8pm | | | | | | |
| 4 Seasons Medical Centre | 6.30pm – 8pm | | | | | | |

| | | | | | | | |
|-------------------------------|--|--------------|------------|------------|------------|-----------|------------|
| Latchford Medical Centre | | 6.30pm – 8pm | | | | | |
| 1 Manchester Road | | 6.30pm – 8pm | | | | | |
| 4 Seasons Medical Centre | | 6.30pm – 8pm | | | | | |
| Stockton Heath Medical Centre | | | 6.30pm-8pm | | | | |
| 1 Manchester Road | | | 6.30pm-8pm | | | | |
| Parkview Medical Centre | | | 6.30pm-8pm | | | | |
| Stockton Heath Medical Centre | | | | 6.30pm-8pm | | | |
| 1 Manchester Road | | | | 6.30pm-8pm | | | |
| 4 Seasons Medical Centre | | | | 6.30pm-8pm | | | |
| Orford Jubilee Hub | | | | | 6.30pm-8pm | | |
| Orford Jubilee Hub | | | | | | 8am – 2pm | |
| Orford Jubilee Hub | | | | | | | 10am – 2pm |

- Is it easy to reach the Collaborative PCN venue using public transport?**
 Patients can easily access the venue using public transport; there is a bus stop right outside the front of Orford Jubilee Hub.
- Is there a Pharmacy at the same Collaborative PCN venue? If so, will it be open at the time of my appointment?**
 The onsite Pharmacy will be closed during service times, however there are three other Pharmacies open. Tesco's Pharmacy is 0.8 miles from Orford Jubilee.

Tesco Pharmacy opening times

Monday 8am - 10.30pm
 Tuesday 6.30am - 10.30pm
 Wednesday 6.30am - 10.30pm
 Thursday 6.30am - 10.30pm
 Friday 6.30am - 10.30pm
 Saturday 6.30am - 10pm
 Sunday 10am - 4pm

• **Is the Collaborative PCN venue accessible to all?**

Yes – the venue is accessible to all our patients. Those who struggle with mobility can access the 1st floor via a lift. In addition, the car park has plenty of disabled parking spaces, ensuring those who need it don't have to walk too far.

Central & West Warrington PCN Model

• **Why have you chosen these locations?**

To support the rollout of the CWW PCN Extended Access pilot (which commenced in August 2021), we have discussed and engaged with our member Practices and registered patients on when and where services are required. This means we have a bespoke service built around the needs of our individual population. As we move to the new Enhanced Access service, we will continue to use a mixture of these accessible sites. By providing a variety of sites within the PCN, it is hoped that patients will have wider choice of not just the locations and times but also chance to see the clinical team from the practice.

The table below shows the proposed new venues and timings for the Enhanced Access service. These sites are based on where our population live, access to adequate staff and equipment for a safe and accessible service. We have also selected locations with adequate parking.

These venues will be available for all registered patients of:

- Causeway Medical Centre
- Dallam Lane Medical Centre
- Eric Moore Partnership
- Folly Lane Medical Centre
- Helsby Street Medical Centre
- Penketh Health Centre

| Venue | M | T | W | T | F | S |
|------------------------------|--------------|--------------|------------|---|---|---|
| Causeway Medical Centre | 6.30pm – 8pm | | | | | |
| Helsby Street Medical Centre | | 6.30pm – 8pm | | | | |
| Penketh Health Centre | | | 6.30pm-8pm | | | |

| | | | | | | |
|---------------------------|--|--|--|------------|------------|------------|
| Folly Lane Medical Centre | | | | 6.30pm-8pm | | |
| Eric Moore Partnership | | | | | 6.30pm-8pm | |
| Eric Moore Partnership | | | | | | 9am-12noon |

- **Is it easy to reach the Central & West Warrington PCN venues using public transport?**

As we are proposing to offer the new Enhanced Access service from Practice premises these are accessible via public transport options

- **Are there Pharmacies at the same Central & West Warrington PCN venues? If so, will they be open at the time of my appointment?**

The Enhanced Access service is for routine appointments, so they are unlikely to require urgent prescriptions to be issued. However, that may not always be the case and therefore we would ensure such provision is met by using the larger pharmacies such as in Tesco (Winwick Road) or Boots (Gemini) with later opening hours, if local pharmacies in the vicinities of our Practice sites are not operational. Electronic prescribing will continue to be available for patients so any prescription issued can be received directly at a patient's chosen/nominated pharmacy for collection at convenient time.

- **Are the Central & West Warrington PCN venues accessible to all?**

Yes – the venues are accessible to all our patients. Those who struggle with mobility will be supported to access the facilities on site. In addition, there are dedicated disabled car parking spaces at all of our venues, ensuring those who need it don't have to walk too far.

- **What are the next steps once the consultation is complete?**

When the consultation process closes on 26th July 2022, we will review the data and comments received from the completed surveys. We will then plan our Service model, taking into account the feedback received during the consultation period. This plan will be brought back to our Patient Voice Group for final comment.