

# Appendix A: Primary Care Services as part of North Kensington Recovery

## 1. Introduction

Since the Grenfell Fire in June 2017 West London CCG has commissioned several additional services within Primary Care in North Kensington to support the affected population. These services are regularly monitored through contract monitoring meetings and patient satisfaction survey to ensure safe, high quality services that are designed to meet the needs of the North Kensington population.

## 2. Contents

This paper provides a delivery update including the background of the services, progress to date and current challenges:

- Extended GP appointments
- Enhanced Health Checks
- Improving access
- General Practice Training Programme

## 3. Extended appointments

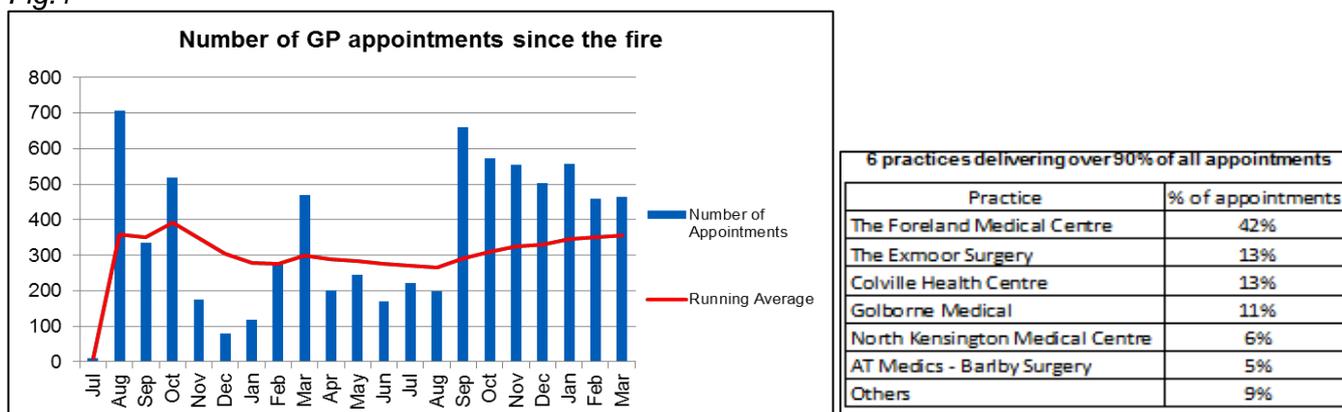
### Background summary

The extended appointments were originally introduced as part of the early Model of Care for North Kensington specifically designed to cover the Notting Dale ward population (approx. 8500 patients). This original model was contracted until end of April 2019.

### Progress to date

So far there have been 7,412 Extended Appointments delivered to date (Fig.1).

Fig.1



## **Appendix A: Primary Care Services as part of North Kensington Recovery**

At the end of the current contract we circulated a survey to the practices to get feedback from the providers about the service as well as how it can be improved. We have also reviewed the data from the last 9 months. Following this WLCCG will continue to commission the extended GP appointments for patients affected by the Grenfell tragedy for a further 12 months.

The new contract is in its final stage of development and will include the new Key Performance Indicators that were updated to capture the key themes that emerged from engagement work with the local community as well as ensuring prompt access for patients. In addition the new contract clearly specifies that the Extended Appointments are only available for Grenfell affected patients presenting with Grenfell related issues.

The CCG has also amended the reporting requirements to ensure that the onwards referrals and the actual time of the appointment is captured. Payments will continue to be activity based and will reflect the actual appointment time.

The new contracts will be rolled out from 01/06/2019/ for 12 months.

### Challenges

The number of Grenfell appointments delivered in last 9 months in some surgeries exceeded the predicted target; the risk is that the planned budget will be exceeded.

This risk will be mitigated through the implementation of improved contract monitoring meetings, revised KPIs and a revised service specification.

### **Enhanced Health Checks (EHC)**

#### Background summary

In December 2018 we rolled out Enhanced Health Checks for all patients who feel they are affected by the Grenfell fire and are concerned for their physical health. This service is currently provided by 10 GP surgeries based in North Kensington as well as by the Thrive Tribe organisation in the community.

The Enhanced Health Checks cover:

#### **Respiratory examination**

- Spirometry (lung function testing).
- Oxygen saturation.
- Physical examination of chest.
- Smoking cessation intervention.
- Fast track referral to secondary care respiratory clinic if any concern identified.

#### **Mental Health**

- Anxiety screening
- Depression screening
- Post-Traumatic Stress Disorder screening
- Insomnia/ sleep review
- Alcohol use screening
- Substance misuse

## Appendix A: Primary Care Services as part of North Kensington Recovery

- Onward referral to specialist services if indicated.

### Physical Health examination and promotion:

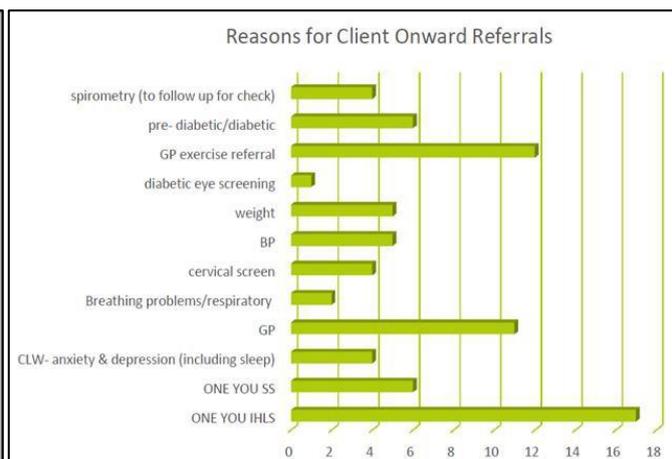
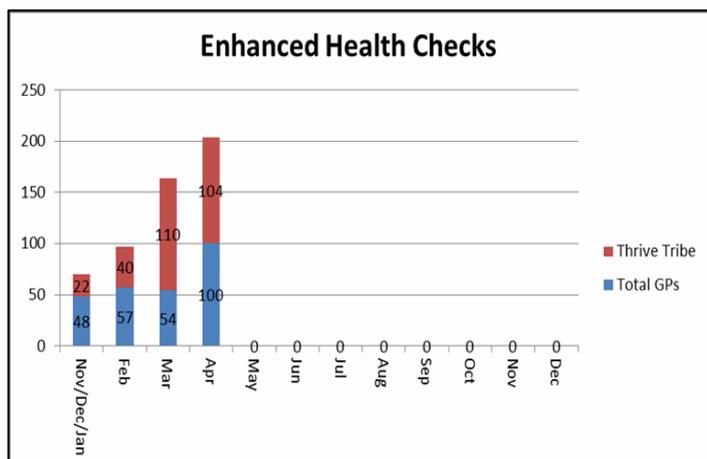
- Weight
- Body mass index
- Blood pressure and pulse
- Physical activity reviews with onward referral to gyms, personal trainer, etc.
- Dietary review with onward referral to various weight loss management programmes.
- Health advice around dental and visual care.

### Bloods tests

Tests to rule out conditions such as diabetes, high cholesterol, thyroid function test, renal function if indicated.

### Progress to date

To date 535 residents of North Kensington area received an EHC, 256 of which accessed the service through their GP surgery and 279 patients who had an EHC performed in the community.



### Patient satisfaction

Please see Appendix 1 for the results of the patient's satisfaction surveys we have received to date in relation to EHCs provided by North Kensington GP surgeries and in the community by Thrive Tribe.

### Challenges

GP Surgeries –

- Poor uptake – WLCCG currently working on the Communication Plan which will include wider community advertisement i.e. posters on the train stations. In addition some of the practices proactively send text message invites to their patients offering the service.

## Appendix A: Primary Care Services as part of North Kensington Recovery

- High number of DNAs – surgeries are addressing this in line with their local DNA policies
- WiFi connection issues that prevent accessing patients satisfaction survey by some surgeries – this has been reported and being dealt with by the CCG IT team.

### Community (Enhance) Service -

- IT issues –
  - a) Laptops – several issues including which are being addressed by the IT team.
  - b) UTM – (remote access) requested to be installed a few weeks ago, the process for the installation is extremely lengthy, part one of the process has now been completed, still awaiting part 2.
  - c) SIM cards – IT department ordered in February 2019 however still not received. This is being escalated.
  - d) Windows accounts – delay in setting up, regularly chased, now escalated.
  - e) System One unit - EHC unit configuration is still not finalised, this is now being escalated through appropriate channels within IT team.

*Currently the EHCs are paper based and will be retrospectively uploaded onto the S1 unit once it is working. Issues picked up are being passed through to GPs.*

- High number of DNAs – to mitigate, pre-appointment calling system has been introduced to re confirm the attendance.
- Spirometry testing – this crucial component of the EHC wasn't originally delivered in the community as it required a specialist training and a national exam completed by the clinicians who deliver the service. In order to mitigate the risk, Thrive Tribe organised bi-weekly spirometry clinics for patients who had a clinical need for Spirometry test identified during their EHC. They will recall patients who had not had the test.

#### **4. Improving access**

The CCG has received individual feedback from members of the community who have faced difficulties getting a GP appointment in a timely manner. These were dealt with on individual basis directly with the GP surgeries in question.

In addition there are several commissioning initiatives implemented through Primary Care team to improve access across WLCCG surgeries which include:

- a) WL CCG currently commissions significant additional extended hours above and beyond the National DES.
- b) WL CCG score highly across a range of access Patient satisfaction questions as measured through the national GP survey
- c) From July 2019 the CCG will be investing a further £6.75 per weighted patient to ensure practices provide 100 clinical appointments per 1000 patients per week as well as improved urgent access

Once the Primary Care Networks are confirmed we will be able to report on the network

## **Appendix A: Primary Care Services as part of North Kensington Recovery**

basis.

### **5. General Practice Training programme**

As part of North Kensington Recovery CCG created a General Practice Training and Development programme. A survey to identify training needs was designed and circulated to the North Kensington surgeries earlier this year.

In response to points flagged up in the practice survey the CCG organised General Practice Resilience and Trauma First Aid training events for North Kensington Primary Care providers.

This training is for both clinical and non-clinical staff members.

There were 2 training dates to choose from to ensure as many members of practice teams had opportunity to attend.

### **Challenges**

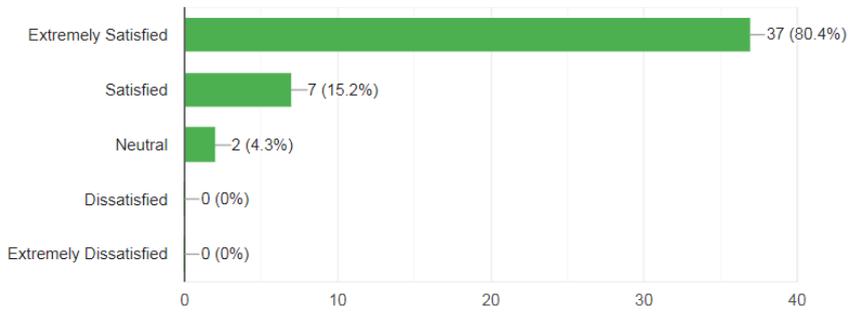
The main challenge identified was a risk of poor uptake by the clinical and no-clinical practice staff. To address this CCG ensured clear, regular communication with practices and provided support with clinical cover.

# Appendix A: Primary Care Services as part of North Kensington Recovery

## Appendix 1 Enhanced Health Check Patient Satisfaction Report, 16-05-2019

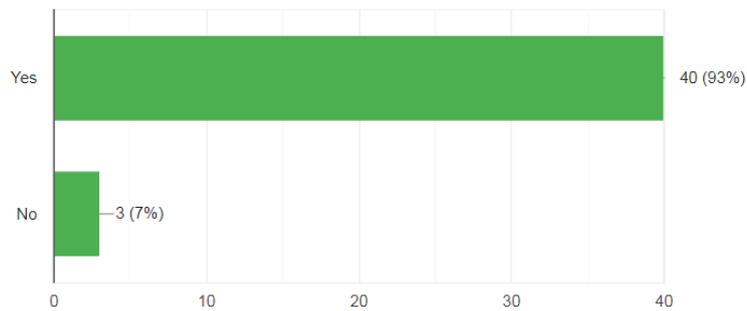
How satisfied are you with today's appointment?

46 responses



Was all your health concerns addressed during today's Extended Health Check?

43 responses



In "No" please specify.

2 responses

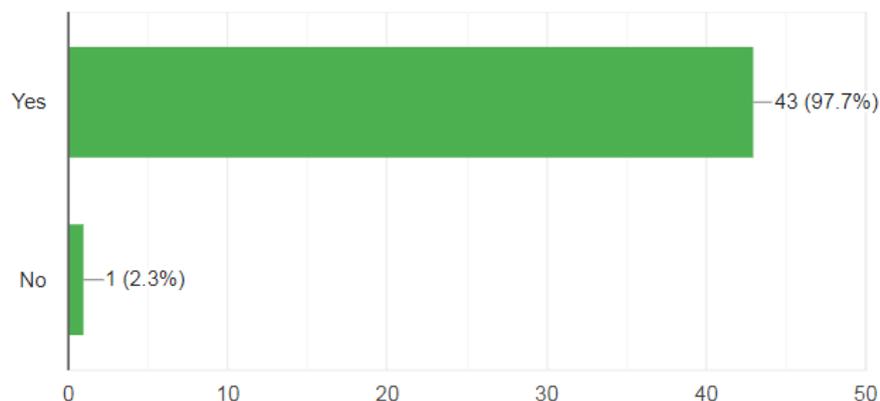
I wanted a lung function test because I was in the vicinity of Grenfell fire on the night of the fire and live very close by. Emma explained that she can be in touch with me later on to organise.

Toxins



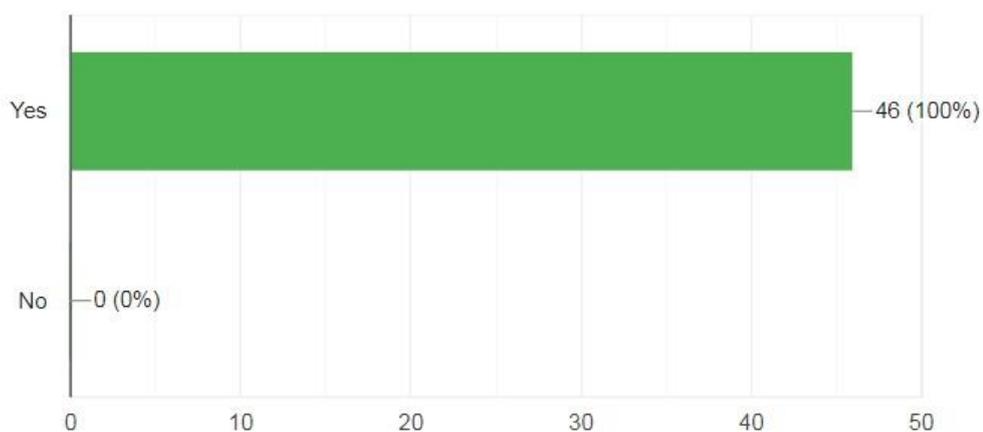
Did you understand the information and follow up process given to you by the nurse?

44 responses



Do you feel that the nurse provided you with the information and support you need to help you improve or manage your health?

46 responses





Do you have any suggestions for changes which would improve your experience?

No

Have the blood check fasting so you can get correct result.

unaware of the nurse presence at the leisure centre.need information.

No it was excellent.

print out of my results

No everything was fine

Give a copy ofbyhrv

Try results to the client to keep and some information leaflets aswell

To bevreminded of specific measurements, one might be better prepared to ask questions

IT'S PERFECT

None

No I can't think of any.

Lipo suction

More privacy

na

Excellent service positive feedback

Yoga

Nothing to improve on. Emma was absolutely fantastic

I couldn't fault the service I received today.



Is there anything else that you would like to comment on?

No

Thank you Emma for your help

No. Thank you

How often do you come to the leisure centre?

Very positive experience

Otherwise excellent

Would be good to have repeat appointments each year. Thanks.

Everything was quite satisfactory and well explained.

Everything was explained with clear easy to understand language. Good use of visual aids. Positive and motivating

no

For this service to be regular

As mentioned Emma who did my check in the library was great. Very knowledgeable and warm.