

East Lancashire Clinical Commissioning Group

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Dear Practice Manager

As you will be aware, for some time now we have been working with, and listening to, patients, GPs and other stakeholders, to consider how we can improve access to health services in GP practices and closer to patients' homes.

GPs in each of the CCG's five localities have worked together and each locality has developed a model they wish to see work in their own area.

Currently the CCG funds a GP walk-in centre based at Accrington Victoria Community Hospital serving the whole of East Lancashire. This contract is coming to an end and an alternative to this, but still based in Accrington, is being considered. But, rather than just operating one centre for the whole of East Lancashire, the CCG proposes to introduce additional 'Health Hubs' in Burnley, Pendle, and Rossendale and Saturday morning surgeries in Ribblesdale.

The principles of delivering extended GP access, and the proposed new models, are now being publicly consulted on until the 8 July.

The proposals included in the information sheet for your locality with additional information online at the CCG website (see below for link). Key points however are:

- This proposal seeks to extend GP access enabling access to routine GP appointments from 8 am to 8 pm.
- Extra appointments are made available in the hubs from later in the afternoon to 8pm Monday to Friday to extend the access that patients have to their general practice. Weekend appointments will be available from two hubs in Accrington and Burnley from 8 am to 8 pm Saturday and Sunday and Saturday morning in Ribblesdale and Rossendale.
- Access to all appointments in the hub will be made by patients ringing their own GP surgery.
- Dedicated children's appointments would be available in the hubs due to the demand for late afternoon appointments for children.
- Dedicated Care Navigators will be available to advise and help patients decide on the best place for them to access health care based on their need.
- The whole system will be integrated which means if one hub is very busy patients can access other hubs.

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- We will aim for each hub to be located with or near to a pharmacy to ensure that any prescriptions required can be obtained easily and quickly.
- The hub would be an additional service to the minor injuries unit at Rossendale and Accrington Victoria Community Hospital, the Urgent Care Centre at Burnley, A&E, and the GP out of hours service. These services are not affected by this proposal.

A range of materials including 200 questionnaires, pre-paid envelopes, fact sheets for your individual area, and posters will be delivered to your practice next week. We would ask for your assistance please in helping us to gain the views of as many people as possible, and encourage your patients and staff to feed back their views. We recommend encouraging patients to go to the online survey rather than the paper one.

It would be really helpful if you would also put a link to the consultation on your own website and share this through your own internal channels i.e. practice newsletter, social media, PPG members.

The link to an online questionnaire as well as information about the consultation can be viewed at: <http://www.eastlancscg.nhs.uk/improving-gp-access/>

In addition, we would be happy to arrange to meet with your PPG members to explain in further detail if required.

If you need any more questionnaires printing for your practice, or you have any questions or problems, please let us know as soon as possible.

Many thanks

David Rogers

Head of Communication & Engagement

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