

Report to: **East Sussex Health Overview and Scrutiny Committee (HOSC)**

Date: **17th June 2010**

By: **Assistant Director - Legal and Democratic Services**

Title of report: **Improving access to primary care**

Purpose of report: **To update HOSC on progress with the development of GP-led health centre services in Eastbourne and Hastings and the extension of opening hours at other GP practices in East Sussex.**

RECOMMENDATIONS

HOSC is recommended to:

- 1. Consider and comment on progress with the development of GP-led health centres in Hastings and Eastbourne and the extension of GP practice opening hours in East Sussex.**
 - 2. Agree whether any further reports are required by the Committee.**
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1. Background

1.1 Lord Darzi, in his *Interim Report of August 2007 (Next Stage Review of the NHS)* gave a commitment to establishing at least 150 GP-led health-centres (one in each Primary Care Trust (PCT) area). These would provide access to GP services on an 8am - 8pm, 7 days a week basis for both registered and non-registered patients, and a walk-in service. The health centres are part of a wider national programme of improving access to primary medical services, which also includes extending existing GP practice opening hours.

1.2 Each local PCT was given the responsibility for procuring the new health centre for its area through a process of competitive tendering. The contract was to be offered for an initial term of five years.

2. Implementation in East Sussex

2.1 In East Sussex it was decided by NHS East Sussex Downs and Weald (ESDW) and NHS Hastings and Rother (H&R) (the East Sussex PCTs), in consultation with local people and groups, that centres would be located in Eastbourne (within one of the most deprived wards in the town – Devonshire) and Hastings (integrated into the new Primary Care Centre being developed as part of the Station Plaza scheme). A specific location within Devonshire ward for the Eastbourne centre was not identified prior to the tendering process. Instead bidders were invited to propose locations in their tenders.

2.2 The PCTs undertook the process of procuring providers of GP-led health centres during Autumn/Winter 2008. Details of the procurement process were shared with HOSC in September 2008. In February 2009 it was announced that the contracts to run both centres had been awarded to South East Health. South East Health is a not for profit organisation with over 500 GP members and it already provides the local out of hours GP service.

2.3 In March 2009, NHS ESDW/H&R and South East Health updated HOSC on progress. In Eastbourne, South East Health were working with the Lighthouse Medical Practice to establish the centre within Eastbourne railway station, with a view to opening the facility by September 2009. In Hastings, South East Health planned to deliver the service in partnership with three local GPs, to be located on the ground floor of the new Station Plaza Primary Care Centre which was due to open in June 2010. Station Plaza would also

incorporate six existing local GP practices and a range of other services such as sexual health, dentistry and minor surgery.

3. Progress update

3.1 Murray King, Head of Primary Care at NHS ESDW/H&R and Gilly Wilford, Director of Finance and Contracts, South East Health will attend HOSC to give a presentation updating the Committee on progress with the two GP led health centres and extending opening hours at other GP practices. A copy of their slides is attached at appendix 1.

3.2 As the Eastbourne Station Health Centre has been operational since September 2009, the update presents an opportunity for HOSC to consider the success of the service in its first months. For example, whether the service is reaching its target groups such as unregistered patients, commuters and visitors to Eastbourne, and how the centre is working with other local GP practices in Eastbourne to ensure appropriate follow up for patients.

3.3 The Hastings Station Plaza Centre has only just opened, meaning that data on usage is not yet available. However, there is an opportunity to examine the arrangements for informing patients and local people of the services available, and to review arrangements for the transfer of existing local practices into the new facilities.

3.4 The presentation also updates HOSC on the take-up of the extended hours scheme amongst GP practices in East Sussex.

4. Areas for HOSC to explore

4.1 HOSC may wish to explore the following issues:

4.2 GP-led health centre – Eastbourne Station

- Whether any sustained reduction in A&E attendances been apparent since the centre opened (the slides suggest some reduction followed by a rise, making the pattern unclear)
- What further work is planned to target unregistered local patients.
- What issues have arisen in terms of liaison with local GP practices.
- Progress in developing preventative services aimed at addressing health inequalities in the local population

4.3 GP led health centre - Station Plaza, Hastings

- How the services offered by the new centre are being publicised.
- How groups who would most benefit from the services are being targeted (e.g. unregistered patients, visitors, commuters)

4.4 Extended hours

- What reasons are given by GP practices not participating in the scheme.
- What incentives are included for participating GP practices.
- Whether extended hours (evenings/weekends) have been offset by reduced daytime hours. If so, whether the impact on patients is monitored.

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Update to HOSC – June 10

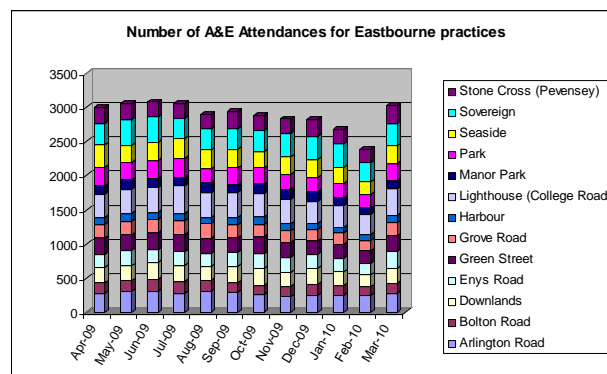
- GP-led Health Centres
- Extended Hours

Eastbourne Station GP Led Health Centre

- Registrations with the new practice:
 - 470 Vs a target of 541
- Number of walk in patients seen:
 - 5078 Vs a target of 3075
- Links being formed with local practices for clinical record keeping
- Meeting held between PCT, local practices and Eastbourne WIC to improve liaison

Target Groups

- Key target group – unregistered patients
- Nearly a quarter of those registered to date are men aged in their 20s and 30s
- This group is underrepresented nationally in GP registrations – so a success!
- The WIC continues to prioritise homeless, sexual health and drug misusing people
- Commuters are frequent users
- Centre being advertised in local hotels in the run up to the tourist season



Station Plaza

- Sexual health service began on May 24th
- Practices now in situ
- Dental service providing reception services and due to open June 1st
- Walk in Centre target opening date June 17th

Patient Satisfaction - ESDW

- 87% were able to see a doctor “fairly quickly”
- 86% were satisfied with the practice’s opening hours (was 82% last year)
- 92% said the doctor gave them enough time (last year’s figure)
- 93% said they were satisfied overall with the care received

Extended Hours - ESDW

- 32 practices out of 45 (71%) participating in the Extended Hours scheme
- Some doing over and above those required by the scheme, in response to positive patient feedback
- Another 12 have undertaken a local survey, with a view to starting the scheme
- A further 3 of these may start as well

Patient Satisfaction -HAR

- 87% were able to see a doctor “fairly quickly” (same as last year)
- 87% were satisfied with the practice’s opening hours (83% last year)
- 92% said the doctor gave them enough time (last year’s figure)
- 93% said they were satisfied overall with the care received

Extended Hours - HAR

- 24 out of 34 practices (71%) participating in the Extended Hours scheme
- Some doing over and above those required by the scheme, in response to positive patient feedback
- Another 5 have undertaken a local survey, with a view to starting the scheme
- Formal proposals awaited