

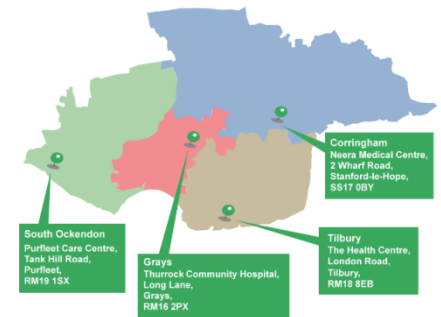
Weekend Health Hubs Update March 2017

Background

In 2014 as part of NHS England's Primary care transformation programme, practices were invited to submit bids detailing their plans to improve access to primary care. Neera medical centre was supported by the CCG to put forward a bid to operate on a locality model offering extended hours primary care access covering entire Thurrock population. The bid was successful and was awarded approximately £250,000/year for the next 7 years.

In May 2015 the first of the 4 weekend health hubs opened in Corringham, closely followed by Tilbury in June 2015, Grays July 2015 and finally South Ockendon in October 2015. All 4 hubs offer 2 sessions per week, initially these were on Saturday's and Sunday's. The locations of the hubs were arranged by the 4 localities we have in Thurrock:

- Corringham
Neera Medical Centre
- Tilbury
Tilbury Health Centre
- Grays
Thurrock Community Hospital
- South Ockendon
Purfleet Care Centre

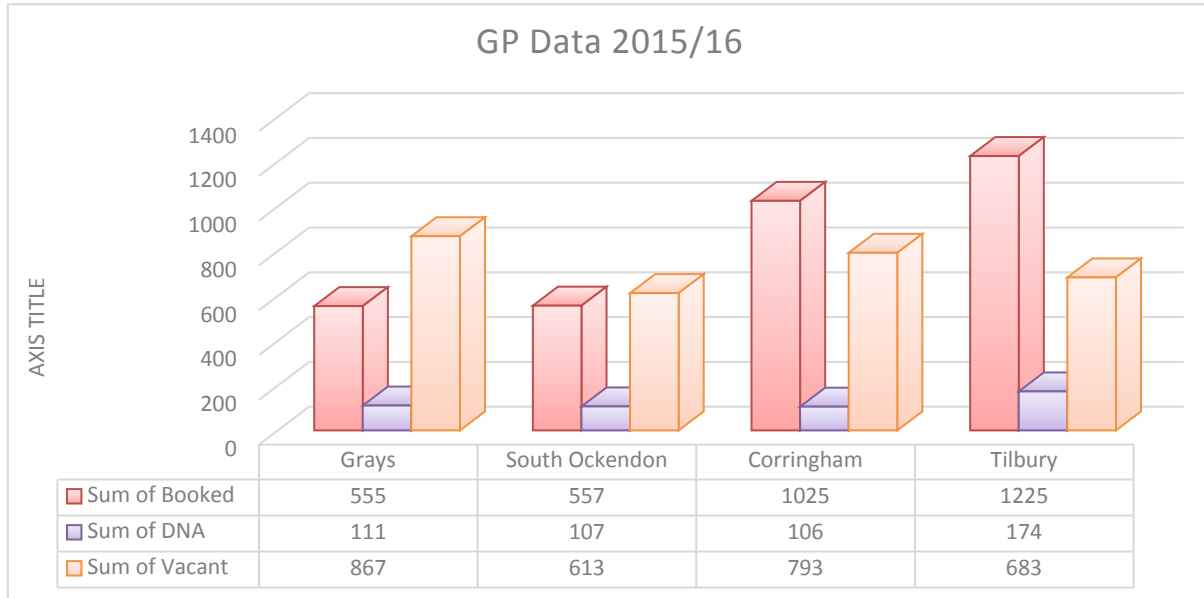


The hubs offer a range of services, these include (this is not an exhaustive list):

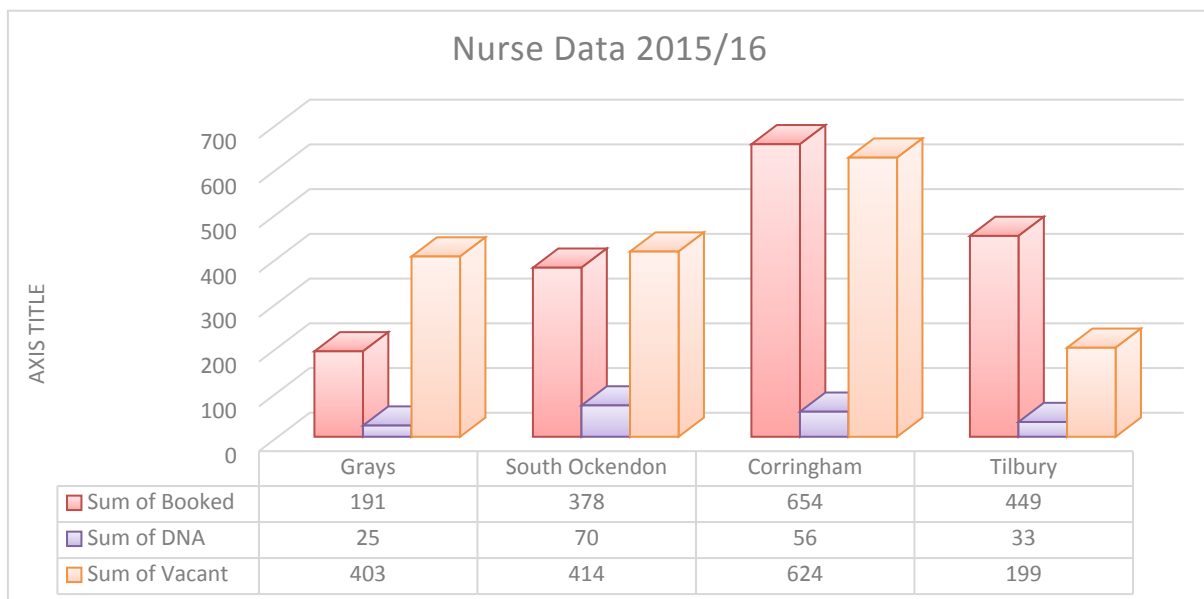
- Pill checks
- Cervical Screening
- Immunisations and Vaccines (including children and holiday immunisations)
- Wound Care
- Smoking Sensation
- Sexual health
- Family Planning
- Ear syringing
- Blood Pressure Checks
- Chronic Disease management
- Learning Disability checks
- Every day GP services
- 2 week wait cancer referrals
- Medication reviews

Data Review and Service Changes

In 2015/16 the hubs offered 6,102 GP appointments, 3,248 of these were booked. The low uptake at the start of the hubs was we think due to patients not being aware of the service and not knowing what the service offered. Communications regarding the hubs increased in the later part of 2015, this included newspaper articles, posters and hand-outs, and this assisted with uptake increased.



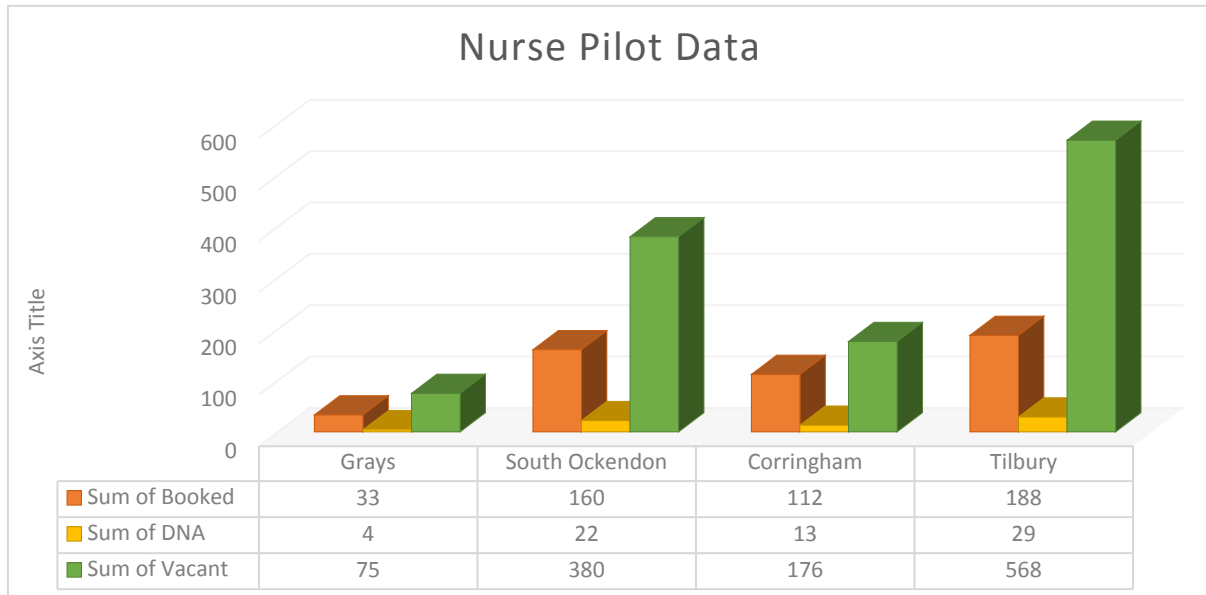
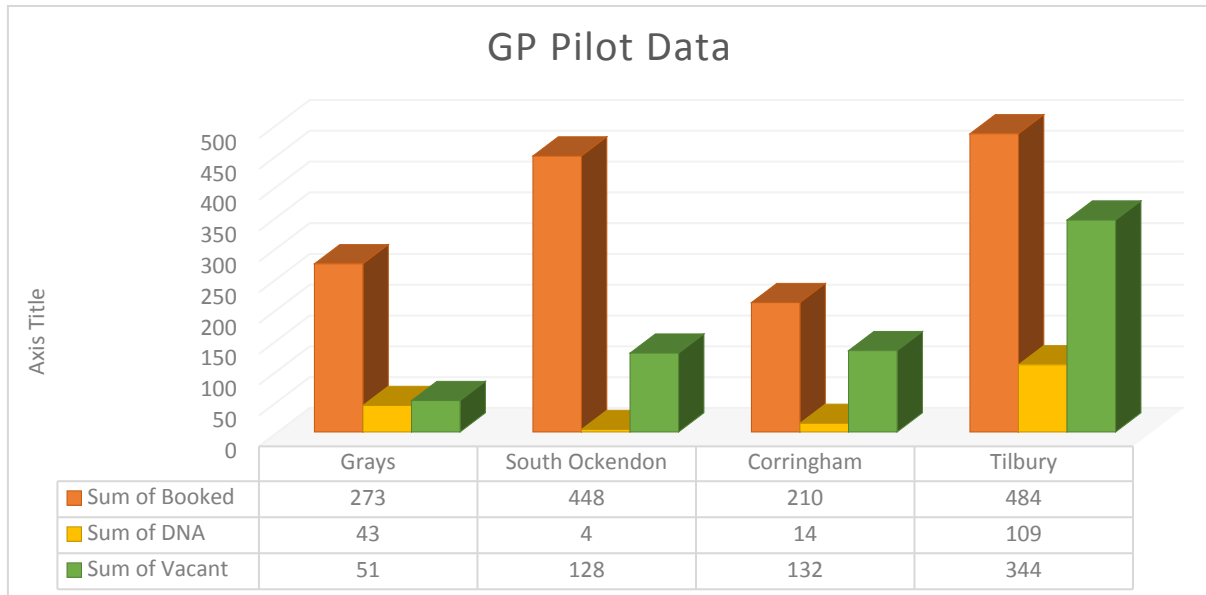
In 2015/16 the hubs offered 3,312 Nurse appointments, 1,672 of these were booked. The low uptake at the start of the hubs was due to patients not being aware of the service and not knowing what the service offered. Communications regarding the hubs increased in the later part of 2015 and uptake increased, however further work is required to further increase booked appointments with Nurses.



Between March 2016 and July 2016 a pilot was ran to establish if Saturday and Sunday appointments were suitable for all localities. In Corringham, Tilbury and Grays the hubs offered Wednesday evening appointments for both GP and Nurse between 6.30pm – 9.30pm. In Tilbury and South Ockendon the hubs offered extended Saturday appointments. The results of the pilot below indicated that in Grays

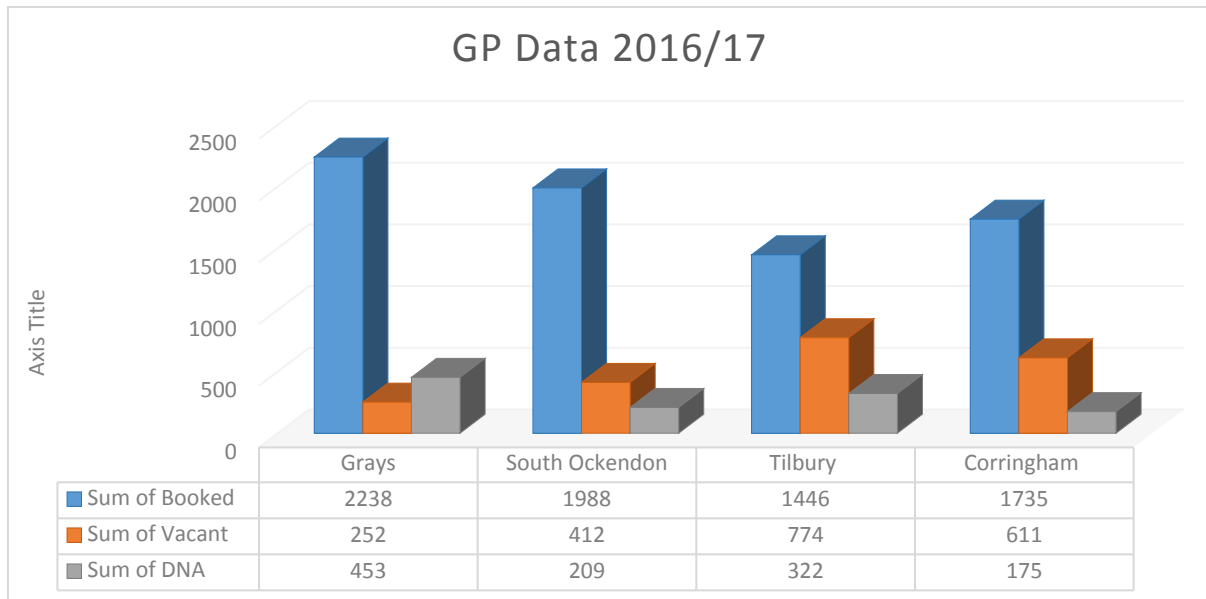
Vision Statement: The Health and care experience of the people of Thurrock will be improved as a result of our working effectively together.

and Corringham Wednesday sessions were more popular than Sunday's, extended Saturday's were not successful in any of the areas. The data also showed that in all areas, except South Ockendon Sunday's were not utilised. Due to a reduction in demand in Tilbury Sunday sessions were cancelled. These are being reinstated from February 2017 as there has been an increase in demand. Also, following feedback from service users, the Sunday service in South Ockendon has been moved to the Bluebell Surgery, this gives greater access for South Ockendon patients and has been a success.

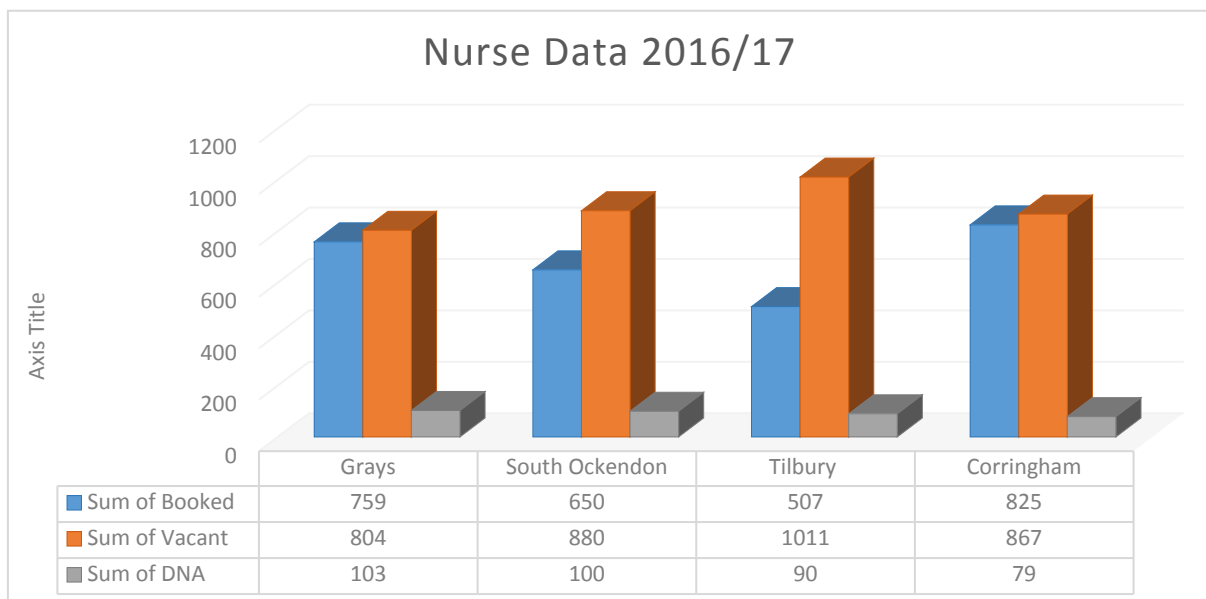


The service has also been flexible to account for Holiday Periods in both 2015/16 and 2016/17. The hubs have also been able to cover the festive periods to relieve pressure on the Primary Care system. In December 2016 additional funding was awarded by NHS England following a bid to provide the service Monday to Friday 6.30pm to 8.30pm for both GP and Nurse across the 4 hubs, the purpose of the additional funding was to relieve the Winter Pressure faced by surgeries. This service started on the 3rd January and finishes on 31st March 2017 and appointments can only be booked on the same day for the GP and 1 week in advance for the Nurse.

In 2016/17 the hubs have to date (22nd February 2017) offered 9,456 GP appointments, 7,407 of these were booked

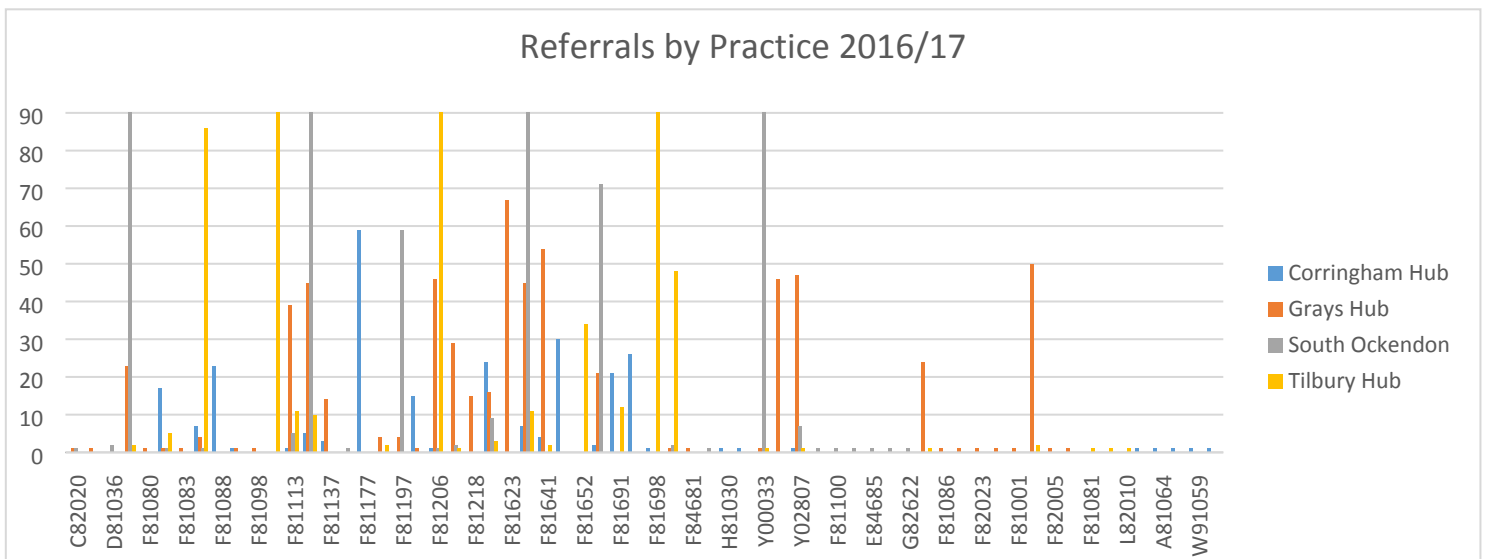


In 2016/17 the hubs have to date (22nd February 2017) offered 6,303 Nurse appointments, 2,741 of these were booked. To confirm that in September 2016 the hubs received feedback from the nursing team that a 10 minute appointment was not suitable for their patients, this has been extended to 20 minute appointments, a review was carried out in February 2017 and from the 1st March 2017 appointments will be 15 minutes. The hubs are aware of the under-utilisation of the nursing service and the hubs are currently exploring options for increasing utilisation, these include further advertisement on the services nurses can offer, including smear tests for the working patient.



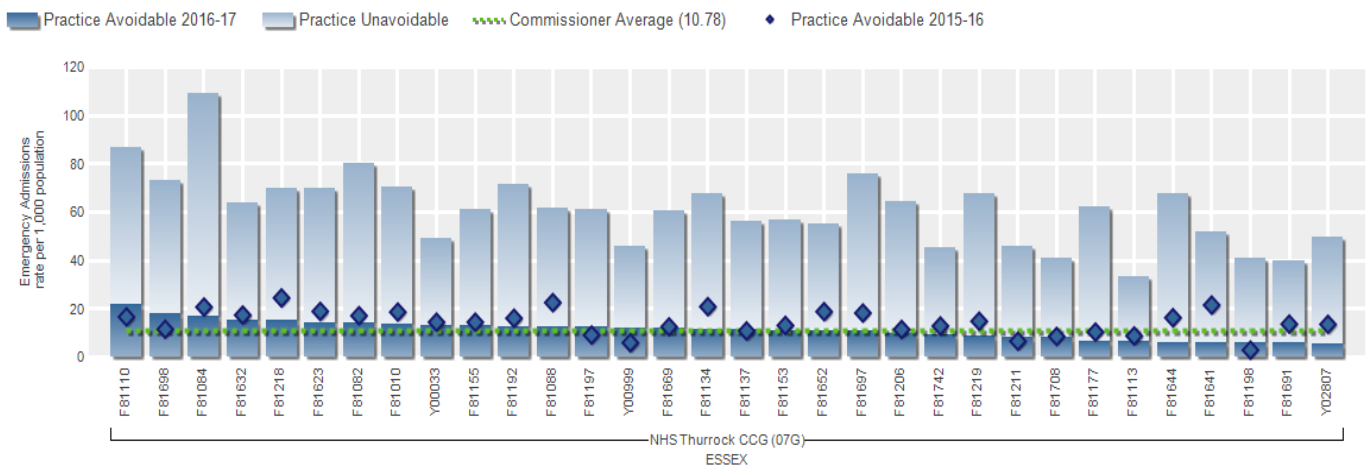
Referral Rates

The data below shows referral rates into the hub by practice for 2016/17. Referrals are monitored regularly to ensure there are sufficient appointments per 1,000 for each practice in Thurrock. Differences in referrals by practice can be for a number of reasons, some practices may have a higher number of working patients, and these patients may want an appointment outside of office hours. However, some practices may have a higher number of retired patients who may want an appointment during the day. Some practices within the borough already offered extended hours for their patients, it is also taken into account that some practices have greater capacity within their service, however, equally there are some practices who have less capacity. Each practice within Thurrock will have their own situation. A breakdown of the data can be seen in appendix A. (please note there are some practices that are not in Thurrock, these are patients visiting the area for a period of time who need to access services).



Each practice receives data in order to be able to review their numbers of avoidable A&E admissions, during this review patient data can be viewed and the patients contacted to establish the reason behind attendance. Patients can then be informed of other services available, including the hub service.

[Click to view by Practice Group](#)



Vision Statement: The Health and care experience of the people of Thurrock will be improved as a result of our working effectively together.

The average DNA rate for the hubs is 3.5%. The average percentage of DNA rates within practice in Thurrock is 4.6%. The hubs have found that by booking appointments closer to the date, and not 4 weeks in advance the DNA rate is lower than the practice average.

NHS 111

NHS 111 are also able to book patients into the hubs, this service is available after 6.30pm on Wednesday evenings and from 6.30pm for weekends. NHS 111 are able to book any empty slot after practices close. These slots are used for patients requiring GP services within 24 or 48 hours, this is not used for emergency patients.

Booking a hub appointment

Hub appointments are pre-bookable GP or Nurse appointments. Weekend GP services can be booked from the Wednesday and Wednesday evening appointments can be booked from the Monday. Weekend and Wednesday Nurse appointments can be booked 7 days in advance.

Additional Services

The hubs have been able to provide additional services. In 2016/17 the hubs were commissioned by NHS Thurrock CCG to carry out LD Health Checks on behalf of practices who could not complete these within the timescale. This will assist in ensuring LD patients in Thurrock receive their health check. Extra sessions are being organised weekly specifically for these patients with the support of the practices.

Patient Feedback

Patient feedback is gathered through a number of sources, this includes friends and family tests, national patient survey and verbal at the point of care. In 2017 the hubs are planning a dedicated patient survey to obtain further information on the patients' view of the services provided. Below are some examples of patient feedback received:

- *Evening and weekend appointments assist with getting an appointment as I work full time and my children are at school*
- *It is easier to have a medication review at a time that suits me*
- *I would like to hubs to be able to issue me with a sick note*

In April 2016, Healthwatch Thurrock undertook a short survey regarding the hubs and produced a report on their findings. This report can be found at

http://www.healthwatchthurrock.org/sites/default/files/health_hubs_report.pdf

Breakdown of referrals by Practice in the Hubs

Appointment branch	Registered practice ID	Patient Count
South Ockendon	F81197	2
South Ockendon	Y00033	3
South Ockendon	F81010	6
South Ockendon	Y02807	4
South Ockendon	F81082	1
South Ockendon	F81197	28
South Ockendon	F81632	25
South Ockendon	F81669	16
South Ockendon	Y00033	239
South Ockendon	F81134	25
South Ockendon	F81010	54
South Ockendon	F81051	1
South Ockendon	F81144	1
South Ockendon	F81084	1
South Ockendon	F81100	1
South Ockendon	F81751	1
South Ockendon	C82020	1
South Ockendon	D81036	1
South Ockendon	E84685	1
South Ockendon	F81130	1
South Ockendon	F84740	1
South Ockendon	G82622	1
Grays Hub	Y02807	47
Grays Hub	F81742	24
Grays Hub	F81206	46
Grays Hub	F81211	29
Grays Hub	F81082	1
Grays Hub	F81197	4
Grays Hub	F81632	45
Grays Hub	F81086	1
Grays Hub	F81669	21
Grays Hub	Y00033	1
Grays Hub	F81134	45
Grays Hub	Y00469	1
Grays Hub	Y00999	46
Grays Hub	F81010	23
Grays Hub	F81137	14
Grays Hub	F82023	1
Grays Hub	F84681	1
Grays Hub	F81097	1
Grays Hub	F81098	1

Grays Hub	F81192	4
Grays Hub	F81096	1
Grays Hub	F81708	1
Grays Hub	F81083	1
Grays Hub	F81623	67
Grays Hub	F81080	1
Grays Hub	F81641	54
Grays Hub	F81219	16
Grays Hub	F81001	1
Grays Hub	F81084	4
Grays Hub	F81198	1
Grays Hub	F81155	50
Grays Hub	C82020	1
Grays Hub	C83026	1
Grays Hub	F81113	39
Grays Hub	F82005	1
Grays Hub	F81218	15
Grays Hub	G85135	1
Tilbury Hub	Y02807	1
Tilbury Hub	F81742	1
Tilbury Hub	F81652	34
Tilbury Hub	F81206	127
Tilbury Hub	F81211	1
Tilbury Hub	F81082	5
Tilbury Hub	F81632	11
Tilbury Hub	Y00033	1
Tilbury Hub	F81134	10
Tilbury Hub	F81110	102
Tilbury Hub	F81698	91
Tilbury Hub	F81010	2
Tilbury Hub	F81192	2
Tilbury Hub	F81708	48
Tilbury Hub	F81081	1
Tilbury Hub	F81691	12
Tilbury Hub	F81641	2
Tilbury Hub	F81219	3
Tilbury Hub	F81084	86
Tilbury Hub	F81155	2
Tilbury Hub	F81113	11
Tilbury Hub	K83622	1
Tilbury Hub	L82010	1
Corringham Hub	Y02807	1
Corringham Hub	F81206	1
Corringham Hub	F81177	59
Corringham Hub	F81082	17

Corringham Hub	F81632	7
Corringham Hub	F81669	2
Corringham Hub	F81088	23
Corringham Hub	F81697	26
Corringham Hub	F81134	5
Corringham Hub	F81698	1
Corringham Hub	F81137	3
Corringham Hub	F81097	1
Corringham Hub	F81691	21
Corringham Hub	F81641	4
Corringham Hub	F81219	24
Corringham Hub	F81644	30
Corringham Hub	F81153	1
Corringham Hub	F81084	7
Corringham Hub	F81198	15
Corringham Hub	A81064	1
Corringham Hub	C83062	1
Corringham Hub	F81113	1
Corringham Hub	H81030	1
Corringham Hub	M85025	1
Corringham Hub	W91059	1
Corringham Hub	W98005	1
South Ockendon	Y02807	1
South Ockendon	F81206	1
South Ockendon	F81211	1
South Ockendon	F81197	2
South Ockendon	F81632	24
South Ockendon	F81669	7
South Ockendon	Y00033	38
South Ockendon	F81134	5
South Ockendon	F81010	30
South Ockendon	F81219	1
South Ockendon	Y02807	2
South Ockendon	F81211	1
South Ockendon	F81197	27
South Ockendon	F81632	50
South Ockendon	F81669	48
South Ockendon	Y00033	166
South Ockendon	F81134	67
South Ockendon	F81010	69
South Ockendon	F81708	2
South Ockendon	F81219	8
South Ockendon	D81036	1
South Ockendon	F81113	5