



**Islington**  
Clinical Commissioning Group

# Same day GP access: Islington Walk in Centre

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# About the Walk in Centre

- Since 2009 there has been a Walk-in Centre (WIC) in Islington at Angel Medical Centre (Ritchie Street)
- Patients from any borough, whether registered with a GP or not, can attend the WIC to book a same day appointment between the following hours:
  - 8am - 8pm Mon to Fri (36 GP and 36 nurse appointments);
  - 9am - 6pm Sat, Sun & Bank Holidays (23 GP and 23 nurse appointments);
- It is not possible to book appointments on a future date

## Who uses the WIC?

- Approximately two thirds of total appointments are for Islington patients, and one quarter of total appointments are for patients registered with Ritchie Street Group Practice, on the same site. Where possible we charge other CCGs for use of the WIC by their patients.
- From April 2017 to February 2018 the largest age group using the WIC was aged 20 to 29, and slightly more women than men used the service.
- Ethnic origin and other demographics are not always recorded by the service. Ethnic origin is not known for over 45% of patients attending the centre.
- The service does not check whether patients are registered with a GP practice.

# Why are we talking about changing the way these same day appointments are provided?

- The contract between Islington CCG and the WIC ends in April 2019.
- Legally, we can only extend the contract by a further six months, if needed
- To continue the service after that would require us to 'procure' the service i.e. advertise the contract to other possible providers.
- This means we have had to consider whether to continue to commission (pay for) the same type of service, possibly from a different provider, or change the service that is available.

# Why are we talking about change? (continued)

We think this is an opportunity to improve the service that is available, using the money currently spent on the WIC (£790k excluding money recouped from other CCGs).

This is NOT about making savings – we will continue to invest the same amount of money in providing primary care appointments.

We think that we should aim to achieve:

- *A clearer, simpler patient offer with a focus on 111 and General Practice.*
- *A better patient experience*

## A clearer, simpler patient offer

- On a Saturday afternoon, a patient could see a GP in four different ways:
  - by phoning 111 and getting a GP out of hours appointment;
  - by phoning their practice and getting an Extended Access (iHub) appointment;
  - by attending the Walk In Centre for a GP appointment; or
  - by attending the Urgent Care Centre to be seen by a GP.
- Potential for confusion undermines messages to 'choose wisely' (i.e. other than A&E).

## A better patient experience

- Patients often tell us that they don't want to have to repeat their 'story' several times: the Walk in Centre does not have access to patient records, which requires patients to provide more information about their medical history, and which can limit the treatment that can be provided. This technology is now available and we would like this to be part of any future service;
- The Walk in Centre cannot make onward referrals for patients, which may lead to a further trip to the patient's own GP.
- Some patients may prefer to be able to book an appointment by phone or online.

# What options can we consider?

There are two options for spending the funding currently used for the Walk in Centre, to provide same day access to primary care appointments:

- 1) Same day appointments provided in one or more 'hubs' across Islington, bookable by telephone, online, or walking in to the hub – this would be similar to the extended access (iHub) service, currently available in the evenings or at weekends;
- 2) Additional appointments in each GP surgery

Both options would only be available to Islington patients/residents.

# Differences between the options

There are some key differences between the options:

	Appointments in practice	Appointments in hub(s)
Location of appointments	In all practices that agree to participate (this is optional for practices)	In between one and three hubs.
Method of access	Method of access (phone, online, in person) determined by individual practice	By telephone, online and in person.
Timing of care	Within surgery hours for the practice. Generally 8am to 6.30pm Monday – Friday. Some practices provide Saturday surgeries.	8am to 8pm seven days per week
Ease of registering, for unregistered patients	Will be variable, based on each practice's process	Single process agreed to register a patient, remotely, with a nearby practice, prior to the appointment.
Continuity of care	Care provided in patient's own practice, and possibly with regular GP based on availability	Care provided away from patient's own practice and with a GP who may or may not be local.
Quantity of appointments in each setting	Varies by practice list size from 5 additional appointments per day for the largest practice, to 2 additional appointments <u>per week</u> for the smallest practice	Current level of funding will be focused on appointments provided in between one and three hubs i.e. approximately 72 appointments per day in one hub.

# We would like to hear from Islington patients

We would like to hear from you about where and how you would like to be able to access same day primary care appointments.

# Questions