

Camden GP Hubs

CPPEG March 2019

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Camden GP Hubs

GP hub appointments are available at four local locations:

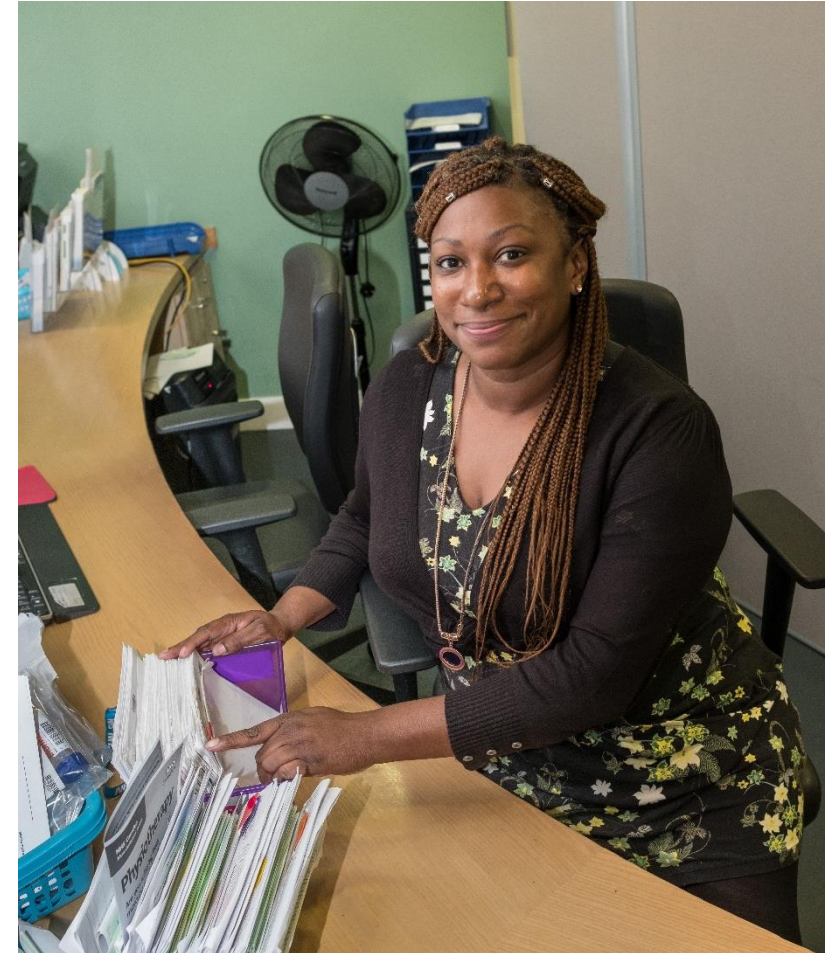
1. Brondesbury Medical Centre, NW6 7JQ
2. Caversham Group Practice, NW5 2UP
3. Somers Town Medical Centre, NW1 1HY
4. Swiss Cottage Surgery, NW3 3NP.

You can request an appointment at the location of your choice.

Booking an appointment is easy:

- Phone **020 7391 9979** (open 8am-8pm seven days a week) or
- visit www.camdengphubs.co.uk and submit an online request or
- contact your own GP surgery and ask them to book an appointment for you.

NHS 111 and the integrated urgent care centre can directly book a limited number of appointments each week on behalf of eligible patients.



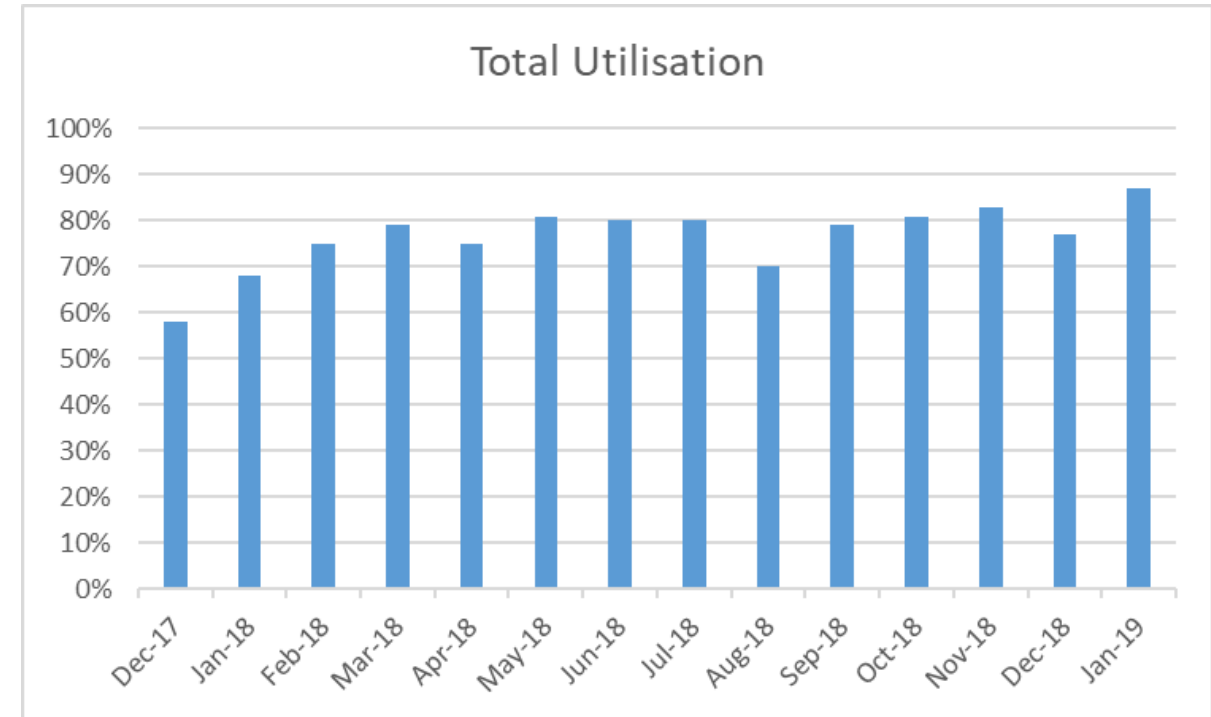
Camden GP Hubs: the first year

Headline data

- Overall utilisation rate: 83%
- Overall did not attend (DNA) rate: 16%
- GP utilisation rate: 98%
- Nurse utilisation rate: 70%.

End of year review

- Overachieved on the number of appointments by 3,000
- Undertook flu vaccinations for practices
- Undertook 'call and recall' for cervical screening for practices to maximise nurse utilisation
- Text messaging and email maps and directions to reduce DNA rate.
- CQC registration for all four GP hubs.



NHS Choices website listings have been established for each of the four hubs. So far, 20 reviews have been published with an overall five star rating. Comments include:

- “glad to be part of Camden and receive amazing out of hours service”.
- “out of hours service is brilliant, the Doctor was amazing thank you”
- “Thank You Camden GP Hub. The clinic is extremely organised and have the most amazing, caring doctors. I did not feel rushed and felt like I have been listened to properly.
- “Great Service and lovely staff: very good service and the nurse at Brondesbury was very nice and caring. Would have been great to have a nurse working on the weekday.
- Friends and Family Test (FFT) data is positive with over 95% of respondents stating they would be likely or extremely likely to recommend this service.



Camden GP Hub utilisation by practice

- The four GP hub host practices use a larger proportion of the capacity for extended access.
- In June 2018, following discussion with practices, a cap was put in place to ensure equality of access.
- In February 2019, following feedback from locality committees, the naming of appointment slots was changed to make it clearer that all receptionists could book into any slot.
- Somers Town is artificially elevated as unregistered patients are temporarily registered there which is necessary in order for them to be seen.

EA usage



- JAMES WIGG PRACTICE
- SOMERS TOWN MEDICAL CENTRE
- BRONDESBURY MEDICAL CENTRE
- CAVERSHAM GROUP PRACTICE
- SWISS COTTAGE SURGERY
- WEST HAMPSTEAD MEDICAL CENTRE

The future of GP extended access services

- The new GP contract indicates that primary care networks will become responsible for the delivery of extended access services by 2021.
- The CCG is awaiting further technical guidance from NHS England.
- No decision can be made on re-procuring the current contract until the guidance is published.
- Camden CCG remains committed to ensuring that any new service equals and builds on the quality of the current service.

