

Vulnerable Adults, Health and Communities Policy and Scrutiny Committee

Date of meeting:	Thursday 17 October 2024
Classification:	General Release
Title:	GP Same Day Access and Integrated Neighbourhood Teams
Report of:	Clare O’Keefe, Lead Policy and Scrutiny Advisor
Cabinet Member Portfolio	Cabinet Member for Adult Social Care, Public Health and Voluntary Sector
Wards Involved:	All
Policy Context:	The North West London Integrated Care Board proposals for GP Same Day Access hubs and Integrated Neighbourhood Teams, alongside the engagement and findings focussed on patient attitudes to accessing primary care.
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1. Executive Summary

- 1.1. The North West London (NWL) Integrated Care Board (ICB) vision is to strengthen general practice, improve Same Day Access (SDA) to GP primary care, and build on the existing primary care networks, bringing together community services, social care, and the voluntary sector with the introduction of Integrated Neighbourhood Teams.
- 1.2. The new model of delivery plans to ensure that practices within the Integrated Neighbourhood Team’s area have protected capacity to provide planned, proactive, care to residents and same day urgent response for those who need it with the introduction of same day access network hubs.
- 1.3. Appended to this report are two independent reports. The first, *Development of Primary Care Access and Integrated Neighbourhood Teams in London* (Appendix A) presented by NWL ICB sets out their

current and plans. The second *GP Access in North West London: Patient Perspectives* (Appendix B) is an independent piece of research carried out by Healthwatch about patients accessing primary care.

2. Key Matters for the Committee's Consideration

- 2.1. The Committee is invited to provide feedback and make recommendations on the NWL ICB (Westminster) proposals for the development of Primary Care Access (including Same Day Access) and the development of Integrated Neighbourhood Teams (INTs) covering registered patients for NWL(Westminster) practices set out in Appendix A, *Development of Primary Care Access and Integrated Neighbourhood Teams in London*. The Committee should consider Healthwatch's comments on patient perspectives set out in Appendix B, *GP Access in North West London: Patient Perspectives*, when coming to its conclusions.
- 2.2. The Committee may wish to consider the following questions:
 - Whether the Committee agrees with the proposed plans for the development of Same Day Access.
 - Whether the Committee agrees with the proposed plans for the development of Integrated Neighbourhood Teams.
 - Whether the Committee agrees with the recommendations made by Healthwatch in response to the NWL ICB proposals.
 - Whether the Committee agrees there should be a public consultation before any future plans to reconfigure access to GP services commences.

3. Background, including policy context

- 3.1. In March 2024 at the North West London Joint Health Overview and Scrutiny Committee meeting in Brent, the NWL ICB presented its paper *Primary Care Access following changes to GP Contracts and Announcement of the Same Day Access Model*. This set out the current state of Primary Care Access across North West London following recent changes to GP Contracts and the announcement of the Same Day Access Model proposals to change the way that patients in NWL access same-day GP appointments.
- 3.2. The report included the scope and rationale for identifying the SDA initiative as an effective method for access to GP Primary Care. It set out a timeline providing information from the initial decision taken to go ahead with this initiative to the announcement in February 2024 to roll out across NW London in April 2024, details on the consultation and engagement that had taken place with GPs, medical professionals, patients and residents across NWL, local government, NHS clinical senate, Mayor of London, and other partners.
- 3.3. The report also included the details of the pilots that had taken place and the evaluations, information on the consultants or agencies used by the NHS and ICS to advise them on this initiative and the recommendations made, the financial, estate, staff, equality, and other implications on

delivering the initiative. It further outlined risks identified through consultation and advice sought and what mitigations are in place to address these.

- 3.4. The NWL ICB identified the primary focus in primary care as improving access for patients and to create a solution that both increases access and capacity to offer access that is tailored to different population groups (e.g. working age, parents, people experiencing homelessness).
- 3.5. The Fuller Stocktake Report, published in May 2022, which focussed on the steps needed to integrate primary care has guided ICB plans to develop to SDA access for urgent care and providing building INTs in each neighbourhood. The focus of the Fuller report is continuity of care through personalised and more preventative care by using primary care in each community.
- 3.6. In parallel to the work being undertaken by the NWL ICB, Healthwatch commissioned its own independent research in response to the proposals. Healthwatch promote and support the involvement of residents in the commissioning, provision, and scrutiny of local health and social care services.
- 3.7. The findings in the Healthwatch report are intended to help inform ongoing conversations about how primary care should be developed across NWL. A series of recommendations have been made in the report and Healthwatch have also advocated for a consultation to be carried out before any significant changes to current practices are made.

**If you have any queries about this Report or wish to inspect any of the
Background Papers, please contact Report Author,
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APPENDICES:

- A Development of Primary Care Access and Integrated Neighbourhood Teams in London – NWL ICB
- B GP Access in North West London: Patient Perspectives - Healthwatch