



Same Day Access Engagement

16 November to 20 December 2018

Background

Sandwell and West Birmingham Clinical Commissioning Group undertook an initial phase of engagement (phase 1) from Friday 20 April to Friday 1 June 2018 to understand from stakeholders, patients and the public how they felt same day access services currently in place were working for them, and to gain views on same day access services to inform future development.

The feedback from the phase 1 engagement told the CCG:

- There was limited awareness among parents of children aged 0-5 that children in this age group could be referred for a clinical assessment within 24 hours.
- Only 13 out of 43 respondents were aware that this was available, this was triangulated by conversations heard during the outreach engagement
- There is a need for further patient education particularly among refugees and asylum seekers on how to access same day services. Language barriers have a significant impact on information available being understood.
- 90% of white respondents were registered with a GP compared to 21% of BME respondents.
- 45% of respondents were not aware that weekend appointments were now available.
- 61% of respondents were aware that appointments with a GP (or another health care professional) were available from 8am to 8pm during the week.
- 74% of respondents to the patient and public survey said they would be willing to accept a same day appointment at a different GP practice if a GP appointment was unavailable on the same day at their own GP surgery.
- Due to busy work schedules and a short engagement period of six weeks it is understandable that response to the clinical questionnaire was low. Therefore, further clinical feedback opportunities should be considered over the next few months.

Commissioners considered the feedback from phase 1 of the engagement to inform a proposed model for Same Day Access services in the future. This focused on a decentralised model, with a smaller acute hospital and more services being provided closer to home through general practice.

Introduction

Sandwell and West Birmingham decided to undertake further engagement with stakeholders, patients and the public to find out if the people of Sandwell and West Birmingham shared the CCG vision for the future of Same Day Access Services and to gather feedback on the proposed service model. The engagement took place from 16 November to 20 December 2018.

Methodology

Engagement Officers conducted face to face interviews at 13 engagement opportunities with community groups and at the Summerfield and Parsonage Street walk in centres. Engagement officers attended seven engagement opportunities in Sandwell and six in West Birmingham. Two of the thirteen engagement opportunities were held as drop-in events, one in Sandwell and one in West Birmingham. The other 11 events included engagement with:

- Patients visiting the two walk in centres at various times of the day.
- Parents of children under 5.
- Adults under 35.
- Older people.
- BME groups.
- New migrants, refugees, asylum seekers and homeless people.
- People with a disability.
- Young Carers.
- Carers of those with dementia.

Outcomes of the engagement

One hundred and fifty conversations took place during the engagement period. To reach a wider audience, a press release was issued and information posted on social media and the CCG website. This led to 87 hits on the website, five Tweets with 640 total Impressions, eight total engagements and seven link clicks.

Support for the Same Day Access Service model

Overall people supported the proposed model for same day access and particularly liked the following:

- Same day access - Most people told us they were happy to see a GP or appropriate health care professional at an alternative GP practice close to where they live if it meant they could be seen on the same day. This aspect of the proposed model was very well received.

- **Same day referral** - People liked the proposal for direct referral into another service if required (eg mental health)
- People were pleased to see digital communication as part of the same day access proposed model. It was important to them that they would not have to give the same information repeatedly and that an up to date medical history, including medicines prescribed, would be available to professionals at any same day access appointment

Concerns to be considered

Overall people supported the proposed model for same day access but some shared the following concerns:

- **Waiting times** - some people were concerned that the proposed model could still result in long waiting times.
- **Transport and travel** – even though the new model will offer an appointment on the same day at a GP practice closer to home, some people felt the geographic area covered by Primary Care Hubs may still lead to transport and/or travel difficulties for some.
- **Workforce** – concern was expressed around the workforce capacity needed for the proposed model. One of the most consistent concerns raised about the current service was the inability or difficulty in getting a GP appointment
- **Finance** – people wanted to be assured that the Same Day Access model was affordable and sustainable
- **Concerns around communication barriers** such as language and disability eg visual impairment (see more detail on pages 4 and 5)

Additional points raised by certain groups:

Dementia Support and Information for Carers:

- Some patients may still want to see their own doctor
- There was concern that a doctor who did not know the patient may not be as caring

Sandwell Visually Impaired group:

- The group felt there was insufficient provision in place for visually impaired people. For example in their experience, doctors won't

do home visits and online bookings don't work because there isn't any sound assistance.

- The group said there needed to be more in place for people who are visually impaired. One solution people mentioned was more Visually Impaired specific training for receptionists.
- Information on services available in braille may be useful
- Travel to appointments was a concern for members of the group due to their reliance on carers, family and friends to attend appointments

Young Carers:

- Like the NHS app
- Face to face is the best way to see a doctor/nurse
- As a young carer I would like to see doctor/nurse I already know
- Walk in centres are important because if you need some prescriptions for medicine you don't have to book an appointment (where else to access)
- A badge or card would be useful. It would have your picture, name, age, I'm a young carer; and the person you care for to allow you to pick up the medication for your family.
- A young carer's hot line would be good.

Conclusion and Recommendations

- The majority of people who fed back their views on the proposed model for Same Day Access services supported the model
- As Primary Care Hubs are further established an integrated impact assessment is recommended to enable the CCG to consider, understand and explore possible solutions to address perceived travel and transport concerns raised during the engagement
- If a decision to go to public consultation is made the consultation document needs to include an explanation of how the proposed model will be financed.
- Should the CCG decide to proceed to public consultation a full workforce analysis could provide reassurance and evidence to mitigate concerns raised in the engagement on how the future workforce will support the proposed model.

- **People will need explanation and reassurance that the new model will improve waiting times when accessing a same day appointment**
- **Further engagement with disabled groups such as the visually impaired will be needed, to understand how they would like to be communicated with.**