

Access in Merton



Bringing together Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth

Primary Care Access in Merton

- GP Practices - Core Hours
- GP Practices - Extended Hours
- Extended Access Hubs
- Out of Hours Service
- NHS 111

All practices are signed up to core and extended hours contracts, and all have access to the Hubs so there is no difference in primary care commissioned services between East and West



GP Practices

- Core Hours

- Monday – Friday 8am-6:30pm
- All practices offer
- Telephone / Video / Face to Face / On-line consultations
- Range of staff including– GPs, Nurses, Healthcare Assistants, Paramedics, Clinical Pharmacists, Social Prescribers, First Contact Practitioners, Admin and management

- Extended Hours

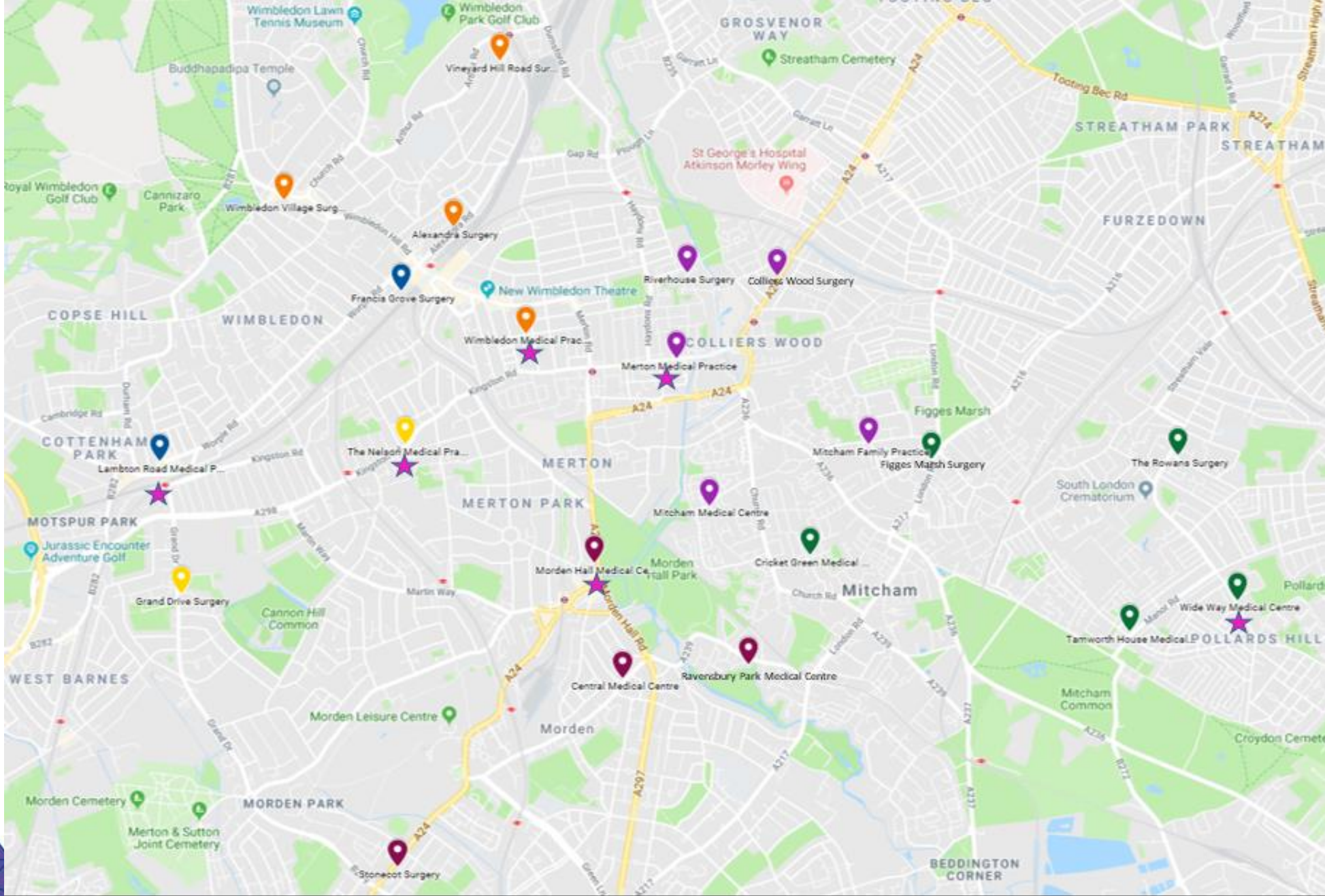
- Additional clinical sessions outside of core hours above
- Funded separately, all practices offer some level of extended hours
- Telephone / Video / Face to Face
- Improving Access to Primary Care – Local scheme
- PCN DES Extended Access – National scheme



Access Hubs

- Six Access Hubs – one located in each Primary Care Network (PCN)
 - Wide Way Medical Centre (East PCN)
 - Morden Hall Medical Centre (Morden PCN)
 - Wimbledon Medical Practice (North West PCN)
 - The Nelson Medical Centre (South West PCN)
 - Merton Medical Centre (North PCN)
 - Lambton Road Medical Practice (West PCN)
- GP Telephone and Face to Face appointments (1500+ appts/month)
- Nurse Appointments – General Nursing, Wound care, Immunisations, Cervical Screening (650+ appts/month)
- Open to all Merton Practices to book into
- ED and NHS 111 can also book in Merton Patients





- North Merton
- East Merton
- South West
- Morden
- North West Merton
- West Merton
- ★ Access Hubs

Out of Hours & NHS 111

Out of Hours

- Mon-Fri 6:30pm – 8:00am
- Sat – Sun 24hours
- Home visits; Face to Face at hubs

NHS 111

- 24 hours
- Online; Telephone
- Helps people get the right advice and treatment when they urgently need it. ice
- trained health advisors, including hospital doctors, nurses, GPs, paramedics and pharmacists are available 24/
- Can book patients in to be seen at their local A&E, urgent treatment centre, emergency dental services, pharmacy, GP practice or another more appropriate local service



GP Patient Survey 2021

- England-wide survey, providing **practice-level data** about patients' experiences of their GP practices.
- Ipsos MORI administers the survey on behalf of NHS England
- Fieldwork: January - March 2021
- Limitation - Small sample size (Merton 29% response rate from 9,503 forms)



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How would you rate your overall experience of your GP practice?				
	Av. Good		Range	
	2020	2021	Low	High
Merton	81%	82%	57%	96%
SWL	85%	85%	57%	99%
England	82%	83%		

Generally, how easy is it to get through to someone at your GP practice on the phone?				
	Av. Easy			
	2020	2021	Low	High
Merton	63%	64%	38%	99%
SWL		76%	38%	100%
England		68%		

How would you describe your experience of making an appointment?				
	Av. Good		Range	
	2020	2021	Low	High
Merton	67%	71%	42%	94%
SWL		75%		
England		71%		



Key Issues in Primary Care

- Primary Care Access – increasing demand across the system
- Workforce – staff shortages, recruitment and retention of clinical and non-clinical, embedding new roles, Increased levels of abuse towards staff, staff wellbeing – stress / low morale
- Estates – pressure on space to house additional staff, current infection control measures
- COVID Vaccination Programme & Flu Vaccination delivery continue at pace
- Covid Recovery – Backlog of care in the NHS meaning more people need support from their practices; catch up on routine reviews/immunisations; covid vaccination programme
- Shift of workload from secondary to primary care
- Higher number of child safeguarding cases
- Winter pressures and how we support a resilient Primary Care service
- Continued development of Primary Care Networks (PCN) and ongoing support to General Practice and the development of our local PCNs
- Transformation to Integrated Care System and the opportunities of working at Place



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