

Patient Participation Group Forum

Tuesday 27th September 2022

Attendees

Christine Luff - Brunel Health Group

Vanessa Thomas - Brunel Health Group

Sarah Harrison - Livi

Manny Gogwin - Livi

Stuart Ilbury - Swindon Carers Centre

Martin Styles - DASH

Norma Thompon - Eldene Surgery

Steve Barnes - Westrop/Tawhill Surgery

Nirmaljit Sandhu - Victoria Cross/Lakeside Surgery

Robin Somers - Hawthorn Medical Centre

Kauserbanu McCallum

Judit Nadas - Livewell Swindon

Judith Hawkins - Hermitage Surgery

Beryl Fitzgerald - Dressability

Stewart Elliott -Livewell Swindon

Esher Amoako - Livewell Swindon

Nazma Ramruttun -

Josephine Fliski - Healthwatch Swindon

Ann-Marie Scott - Healthwatch Swindon

Background

In March-22, at the Healthwatch-Patient Participation Group (PPG) meeting, Brunel Health Group presented a proposal for the Enhanced Access (EA) service.

The EA service's objectives are to provide access to Primary Care (PC) patients, during longer hours: Monday to Fridays 8am-8pm and Saturdays 9am-5pm.

NHS England (NHSE) states that the EA service can be through a combination of providing patients access to: remote appointments through video consultations and face-to-face appointments.

It was explained during the meeting and accepted by the PPGs, that it is not possible to provide face-to-face appointments at each surgery for all of the EA hours, due to resource and cost limitations.

During the meeting, there was a presentation of the proposal and input was keenly sought from the PPGs. Both Healthwatch and PPGs were supportive of the proposal. The PPGs highlighted that Taw Hill and Carfax would be the two preferred locations for the in-person appointment service on Saturdays (9am-1pm).

Minutes were taken and these, with the presentation were shared amongst the PPGs.

Purpose

The Healthwatch-PPG meeting on 27-September-22, invited Brunel Health Group to attend and provide an update on the progress of the EA service, for part of the meeting.

Brunel Health Group representatives attended in person, to provide an update and allow a constructive conversation with PPGs, as well as other organisations which support patients: Live Well Hub, Swindon Carers etc.

Brunel Health Group extended the invitation to attend to the Livi GP remote service that forms part of the EA proposal.

Discussion led by Brunel Health Group, outlining new Extended Hours proposal

The Brunel Health Group provided an update on the EA service to improve access for PC patients in Swindon and Shrivenham.

Brunel Health Group (as at September-22) has 11 Practices in Swindon and Shrivenham including: Carfax and Westrop (Taw Hill), the locations that were approved by PPGs in March-22. Brunel Health Group has over 150,000 PC patients.

The EA service is:

- Providing an in-person service for routine appointments on Saturdays (9am-1pm), offered by a variety of specialised clinicians: GPs, Physiotherapists, Pharmacist, subject to recruitment. The aim is that this access is useful for patients who are unable to take time off work during the working week.
- Brunel Health Group has partnered with Livi [Livi | Speak to a GP online](#) to offer free, routine appointments, that do not require a physical examination. These are offered for longer hours than required:
 - Weekdays 7am to 10pm
 - Saturday 9am to 5pm
 - Patient can select a time that is convenient for them, from time options presented to them on the app.
- Early morning appointments and evening appointments will still be offered by practices.

Through a combination of these options, the EA service will provide greater access and flexibility to PC patients in Swindon and Shrivenham.

Feedback was sought by Brunel Health Group.

1. Highworth PPG Representative raised an issue not accessible in PPG view from Highworth.

- Based on the feedback from PPGs in March, the locations were selected, factoring transport to the centre of Swindon, to allow as much accessibility as possible.
- For patients unable to travel, the option of GP remote is available.

2. More information was requested about the LIVI GP remote service.

- It will be a free service to patients in Swindon
- In addition to the GP service already in place, not replacing it.
- The GPs will have access to the practice's medical records.
- There has been a due diligence process to select LIVI
- LIVI has a CQC rating of Outstanding, so has been independently reviewed.
- The LIVI GP service will be for practices that are part of the Brunel Health Group.
- Arrangements are being put in place with Wyvern partnership.

- LIVI is a national company they will ring fence appointments for patients locally.
- LIVI has their own GPs and locums who are based across the country they are not taking Swindon GPs offline. A lot of them are doctors who also work in the NHS.
- LIVI has a very stringent recruitment process.
- Brunel Health Group will only be using LIVI's GP services.
- Should a patient need a referral, they will follow the local process that Swindon uses. It will flag to the GP practice that the patient has been referred to the hospital.
- LIVI will always ask for feedback, which will also go to the Brunel Group.
- They will also monitor for frequent users of the service to ensure the right support is being offered to the patient.

3. A question was asked about what % of vulnerable people will have access to this service.

- Livi responded with information about a study they carried out in Hull, which is considered to be quite a deprived area of the country.
- They found that 97% of the population had access to a phone that would be able to access the service. They will also be offering webinars on how to download the Livi App.
- Livewell Swindon offer digital training in Swindon and invited Livi to contact them to work together in providing support to access the App.
- GP Practices will also be trained how to use the App.

Information from a LIVI consult will be added to a patient's records.

Swindon Carers Centre felt this service would be helpful for carers who cannot leave the house and those they care for.

Questions and Answers

Question: why use Livi and not set up own local system?

Answer: Brunel Health Group responded that there is a lot of infrastructure, system expertise and cost involved. Brunel Health Group looked at recruiting doctors locally and findings were that it was not feasible to recruit and retain. LIVI was the more effective option.

Question: how it was funded

Answer: through the NHS BSW Integrated Care Board, from NHSE.

Question: will it put more pressure on the hospital if more people are being referred?

Answer: All the administration for the referral will be completed by the Livi Team and anyone referred should be, irrespective of which GP they saw. Hopefully, by providing greater access, referrals may be earlier in the illness.

Question: how will it be communicated to patients?

Answer: Brunel Health Group will be contacting all patients about it. Wyvern will be working with Livi to communicate with patients.

Question: when will it be launched?

Answer: Brunel Health Group is finalising the IT infrastructure. Brunel Health Group is aiming to launch as soon as possible within the next 4-6 weeks.

Question: Will it have a carer referral pathway?

Answer: Any referral pathways used by the GP Practice will be replicated by LIVI.

The objectives of the EA service routes, are to provide patients with greater access and flexibility. It is in addition to the existing PC appointments offered to patients.

Healthwatch Swindon are committed to sharing with all interested parties any feedback they receive once it is launched and to run a follow up meeting in March.



healthwatch
Swindon

Healthwatch Swindon
Sanford House
Sanford Road
Swindon
SN1 1HE

www.healthwatchswindon.org.uk

t: 01793 49 77 77

e: info@healthwatchswindon.co.uk

📱 [@Healthwatchswindon](https://twitter.com/Healthwatchswindon)

📘 [Facebook.com/Healthwatchswindon](https://www.facebook.com/Healthwatchswindon)