

DLH 2019/2020 Year in Review



Current DLH Contracts

- **Watford Extended Access service**
- **GP Plus, primary care mental health project**
- **Watford Hot Hub**

WEA Service

The pandemic has been challenging for all involved in Watford Extended Access (WEA) and has required the DLH team to be flexible and agile in their approach to providing a safe, ongoing service. At the outset, from March to May, the whole service switched to supporting HUC 111 taking calls from a service which was struggling to cope with the volume; this was hugely appreciated by the HUC team. During this time, 38 WEA GPs supported HUC 111, with over 300 WEA sessions being moved over to Adastra, providing over 2,000 patient consultations.

At the end of May, the service then moved to pre-bookable telephone appointments. DLH saw DNA rates plummet to an average of 3.3% and for the same period the average utilisation rate stood at 97%. In September, the WEA Steering Committee agreed that WEA appointments should be ring-fenced by PCN.

WEA sessions currently remain as pre-bookable telephone appointments with a small number of appointments available for face to face consultation, as deemed necessary by the consulting GP.

DLH hope to be able to organise some additional WEA sessions for PCNs for the period ending March 2021.

WEA Data November 2019 to October 2020

	Available	Taken	% taken	% Utilisation	% DNA
Weekday	5,701	5,586	98.0%	92.9%	5.5%
Weekend	12,502	12,077	96.6%	90.7%	7.0%
Phlebotomy	1,122	1,001	89.2%	84.5%	12.4%
Total	19,325	18,664	96.6%	91.0%	6.9%

Paeds *(Nov 19 - March 20)	1,113	1,030	92.54%	88.4%	6.3%
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Phlebotomy

This service resumed in November under the PCN ring-fenced system and there has been good early take-up.

DLH aim for provision of 6 sessions per weekend (1 for each PCN), depending on clinician interest.



DLH have carried out various surveys this year looking to gain feedback from our stakeholders, patients and most recently asking WEA GPs and receptionists for their feedback on working within the WEA service.

This has been a very positive exercise and we have received some great feedback regarding WEA comms, with 64% of GPs and receptionists rating the communication they receive as excellent and 36% as satisfactory. Here are some of the changes DLH are making as a result of the feedback received:

- ✓ *In the absence of face to face training for receptionists, simplified booking guidance for each service has been written and distributed.*
- ✓ *Quarterly virtual meetings are now being held for receptionists to discuss the service, changes, issues etc. The first meeting was extremely positive and resulted in improved service communications.*
- ✓ *Increased use of the receptionists WhatsApp group to send more info and guides to receptionists.*
- ✓ *Distribution of WEA posters to PMs for use on practice websites and electronic banners.*

The Watford Hot Hub

Inception

The CCG initially came to DLH in mid-March to ask the federation to operationalise and manage a Covid-19 hot hub. After some false starts around site selection, the federation and clinical lead agreed on Garston Clinic as being a suitable site. Liaising with colleagues at the CCG, including the overall programme clinical lead, pathways were developed and signed off. Also put in place were formal premises occupation documentation, cleaning contracts and security contracts. The CCG infection control team visited on a number of occasions to give advice and signage was provided. DLH worked extensively on solving a raft of IT issues supported by provision of kit from the CCG. DLH worked with the CCG in ensuring appropriate stock of dozens of items of medical equipment / drugs to ensure the site was fit to open. DLH provided extensive communications material and instigated a rota which was rapidly filled by local GPs, nurses, receptionists and site managers. An extensive SOP was prepared jointly by the clinical leads and DLH's operations team. The hub went live on Thursday 16th April 2020.

A huge thank you to all the clinicians and administrators who have supported this service. The service has taken over 1,200 referrals to the hub and nearly 300 to the domiciliary service.

Moving Forward

From 30th November the Watford Hot Hub will stop receiving referrals from Hertsmere GP Practices as Hertsmere will be standing up their own hub. In light of this upcoming reduction in referrals and based on current referral levels, the Watford Hot Hub at the direction of the CCG will halve clinical capacity to 1 base GP, 1 Nurse/HCA and 1 home visit GP in both the AM and PM sessions. DLH will continue to monitor throughput and flex sessions as deemed necessary.

GP Plus

The GP Plus pilot service continues to provide appointments based on the original specification. Service uptake has increased since the summer by 20%. Thank you to GPs who have provided feedback on the service which has been provided to the Commissioners. The Commissioners are making plans for the future and DLH hopes to be in a position to share these plans when firmed up in the New Year.

DLH

Looking Ahead: 2020/2021

- **Smear Clinics** – Will be up and running before Christmas. Clinics will run Saturday AM every weekend and will be ring-fenced for host practice patients only. Sessions will be four hours long, consisting of 12 appointments.
- **HUC 111 Direct Booking through GP Connect** – DLH continues to work closely with the CCG and HUC 111 to enable direct booking into EA weekend appointments.
- **EPS, Docman and ICE** – DLH continue to work with business partners to find a solution to allow access to the above systems in EA sessions.
- **Hot Hub** – The Hot Hub is commissioned until the end of January 2021 and DLH are currently waiting for confirmation of an extension to the end of March 2021.

DLH are always on the look-out for other services which the federation can run on your behalf, are always open to suggestions and feedback and look forward to supporting practices and PCNs in the years ahead.