



Watford Extended Access

NEW! – In Hours Weekday Sessions (IHWS) and Extra EA sessions

DLH identified a small amount of budget underspend and have operationalised IHWS and extra weekday/weekend EA sessions up until the end of March 2021, the intention of these sessions being to provide in hours flexibility & aid the vaccination programme.

DLH have been flexible with clinic structures allowing Practices to choose slot embargoes in line with what will work best for them.

With the increase in the number of appointments it is essential that any booking parties ensure to filter appointments making it quicker and easier to find and select the appropriate appointments and minimise booking errors. Booking parties must also ensure to verify the patient’s contact number and update this and the reason for the appointment into the ‘Booking notes’. DLH have a booking guide which is regularly circulated, if any Practice requires a copy please email ✉ april.howard@nhs.net and ✉ neha.patel27@nhs.net.

Phlebotomy Clinics and Cervical Smear Clinics:

We have recently noticed an increase in Practice interest in Nurse Smear and Phlebotomy clinics and are pleased to say that clinics are now being hosted every weekend. If any of your Nurses/HCAs are interested in finding out more about these sessions, or If your Practice is interested in hosting Phlebotomy or Smear clinics, please contact ✉ april.howard@nhs.net and ✉ neha.patel27@nhs.net.

Please join our WhatsApp group for easy access to service updates/shifts. If you would like to be added, please email neha.patel27@nhs.net AND april.howard@nhs.net providing your consent and mobile number.

DLH asked Dr Ketan Bhatt how Manor View Practice have chosen to utilise their additional sessions to benefit patients:

Essentially, we looked at the purpose of the funding - to increase access to primary care for patients, and then looked at what our patients wanted - access to the GP of their choice. We already operate a same day appointment service of course, but this funding allowed us to increase the number of follow up appointments with doctors - thereby enhancing that continuity of care that makes primary care what it is. Therefore, all of the appointments from this increase in WEA in-hours sessions were for same day use only, and embargoed until 3 hours before each session. The net effect has been greater satisfaction amongst doctors and patients who have really appreciated the increase in follow up appointments with the same doctor.

February 2021 WEA Data:

Sessions During February	No. of Apps	% Taken	% DNA
WEA Weekend	1,377	99.5%	3.6%
WEA Weekday	553	99.8%	2.0%
Phlebotomy	143	80.0%	13.0%
Nurse Smears	72	97.0%	10.0%
In Hours Weekday (IHWS)	2,507	96.0%	1.0%
'Extra' Weekday and Weekend	647	97.0%	2.0%
Total Appointments in February =	5,299		



DLH – New Appointments and Director Re-election



Following the DLH AGM in December 2020, Dr Nicola Kemp was re-elected for her 2nd tenure as DLH Director & joint Chair.

In addition, earlier this year the DLH Directors took the decision to recruit three Directors in order to make the Board of DLH representative of the PCNs/practices it serves. As such PCNs were approached and we are now delighted to announce the following appointments to the DLH Board of Directors:

- Dr Alex Carefull** GP, Bridgewater Surgeries – Grand Union PCN joined the board in January 2021
- Dr Alan Jackson** GP, Sheepcot Surgery – North Watford PCN, joined the board in February 2021
- Dr Daljit Khalo** GP, Watford Health Centre – PCN CD Central Watford joined the board in February 2021

Direct Local Health Board						
Dr Nicola Kemp Director & Co-Chair	Dr David Zimmel Director & Co-Chair PCN Attenborough	Dr Alex Careful Director PCN Grand Union	Dr Alan Jackson Director PCN North Watford	Dr Matthew Jennings Director PCN Rickmansworth and Chorleywood	Dr Daljit Khalo Director PCN Central Watford & Oxhey	Dr Ketan Bhatt Director PCN Manor View

GP Plus:

Before Christmas, we asked PCN CDs and GPs what improvements they would like to the GP Plus service. We received really good feedback and following discussions with the Commissioners and service providers were able to put the following improvements into action:

- Referral age group is now 18-70
- Complex patients needing review can be referred
- Case-holding of patients needing repeated review (i.e. community mental health worker reviews a patient, recommends medication, assesses patient again in 3 weeks to check medication impact)
- Singular community mental health worker Referral clinic into which GPs to cross-org book

We are progressing further service improvements where possible, including HMN workers taking more complex referrals from the HPFT community mental health worker.

The pilot has currently been extended to the end of June and we await to hear from the Commissioners of the impact of the HPFT Community funding and, separately, national ARRS funding.

All PCNs/Practices are encouraged to invite HPFT and HMN workers to virtual MDT meetings where appropriate.

Watford Hot Hub:

It is anticipated that the Hot Hub contract will be extended to the end of June. We have been monitoring the throughput very closely, with the first 2 weeks of the year being really busy, but referrals really settling down now. This has enabled us to reduce to one GP AM and PM plus one domiciliary car at present. We continue to monitor referrals very closely so that we can either step up or down as volumes dictate.

From 1st March, Oxygen Sats Monitors will no longer be directly requested from the Hot Hub by Practices, with a DXS referral system in place instead. For any queries on the new referral system, please contact Communities 1st Volunteer Liaison Officer on 020 8386 4006.