



## Report to Scrutiny

Item Number:

**Contains Confidential or Exempt Information**

No  
(If yes, state which paragraph of the Access to Information rules the exemption relates)

<b>Subject of Report:</b>	North West London Primary Care and Same Day Access to GP Primary Care
<b>Meeting:</b>	Health and Adult Social Services Scrutiny Panel 19 March 2024
<b>Service Report Author:</b>	Javina Seghal Director of Primary Care, NHS NWL Integrated Care Board
<b>Scrutiny Officer:</b>	Anna-Marie Rattray Overview and Scrutiny Officer Email: <a href="mailto:rattraya@ealing.gov.uk">rattraya@ealing.gov.uk</a> Tel: 020-8825 8227
<b>Cabinet Responsibility:</b>	Not applicable
<b>Director Responsibility:</b>	Not applicable
<b>Brief:</b>	As part of its focus to improve access to primary care, NHS NW London are proposing the introduction of 'same day' access hubs across North West London.
<b>Recommendations:</b>	To consider the report and comment on the proposal.

## **1. North West London Primary Care and Same Day Access to GP Primary Care**

- 1.1 NHS North West London is proposing the introduction of same day access hubs' across North West London. Patients contacting their GP surgery either online or by telephone may be directed to the same day access hub for triage to the right service for their needs. This is an approach, that NHS NWL says will evolve over time but ultimately, patients may have telephone, online, video or face to face contact with staff at the hub, who will direct them to the right place.
- 1.2 Attached as **Appendix 1** is the report 'North West London Primary Care and Same Day Access to GP Primary Care', which sets out the proposal and was presented to the North West London Joint Health Overview and Scrutiny Committee at its meeting on Thursday 14 March.
- 1.3 Lynelle Hales, Lead, Access and Primary Care Strategy, NW London Integrated Care Board will be attending the Health and Adult Social Services Scrutiny Panel meeting to answer questions regarding same day access.

## **2. Legal Implications**

- 2.1 Not applicable.

## **3. Financial Implications**

- 3.1 Not applicable.

## **4. Other Implications**

- 4.1 Not applicable.

**Consultation**

<b>Name of Consultee</b>	<b>Department</b>	<b>Date Sent to Consultee</b>	<b>Date Response Received from Consultee</b>	<b>Comments Appear in Report Para:</b>
<b>Internal</b>				
Not applicable				
<b>External</b>				

**Report History**

<b>Decision Type:</b> Non-key Decision		<b>Urgency item?</b> No	
Authorised by Cabinet Member:	Date Report Drafted:	Report Deadline:	Date Report Sent:
Report No.:		Report Author and Contact for Queries:	