

## **PHR email 05/02/08 Requests for Access/Extended Opening information**

To all practices, PC leads at PCT, website and PM listserver

This email flow is worth reading, especially by practice managers.  
Eric Rose (GPC rep) has written below on how practices should handle requests for "data on practice reception opening times, core clinical hours offered and information on any 'extended hours' already offered" from PCTs (or delegated agencies such as the Improvement Foundation)  
I support his position

Paul Roblin  
Chief Executive Berks, Bucks and Oxon LMC  
07799116597

-----Original Message-----

**From:** Rose Eric Dr Milton Keynes PCT [mailto:Eric.Rose@mkpct.nhs.uk]  
**Sent:** 05 February 2008 12:11  
**To:** All GP Snr Partners; All Practice Managers  
**Cc:** Roblin Paul  
**Subject:** FW: Access / Extended Opening information

Following the email from MK PCT warning us that practices were to be contacted by the "Improvement Foundation Southern Centre" I questioned what this was about and also whether the PCT has a right to demand such detailed information.

You will see that they have not answered this question

This appears to be the result of a letter sent out last week by Mark Britnell (Director General of the NHS) to all PCTs. He is asking them to establish a baseline of doctors' current surgeries, so they can make sure that if we provide "extended hours" we're actually providing hours over and above what we currently provide.

This appears to change the rules of the game. We had understood nationally that there would be no objection if a doctor who was going to do an "Extended Hours" surgery in the evening for example simply started their day later and perhaps missed out a morning surgery.

The Britnell letter appears to suggest otherwise. At present under the GMS contract and I suspect under PMS also there is no stipulation about how many hours an individual clinician should provide. It is simply up to the practice to make sure that you provide an adequate service for your patients.

This innocent survey could have all sorts of implications in the future beyond the question of whether or not you are providing extra hours

The PCT have approached this problem in their usual way by cosyng up to Practice Managers as if they have every right to ask this information in this matter of fact way.

My strong advice is that you should not cooperate with this at least until the GPC has clarified the position nationally

Eric Rose  
GPC Rep for Bucks and Berks

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**From:** Firth Michaela (Milton Keynes PCT) [mailto:michaela.firth@nhs.net]  
**Sent:** 04 February 2008 17:29  
**To:** Rose Eric Dr Milton Keynes PCT  
**Cc:** annemarie.frost@mkpct.nhs.uk; Riddaway Lisa (5CQ) Milton Keynes PCT  
**Subject:** Access / Extended Opening information

Dear Dr Rose

I have been passed your query by the PCT about the audit on practice hours. To clarify we have been asked by MKPCT to undertake this data collection on their behalf. This process is underway in all PCTs across England. I have written to all of the MK Practice Managers to explain the process of this 'extended hours' audit. However please find below an extract from the letter , which I hope will satisfy your query immediately.

**Ref: Access & Responsiveness / Extended Hours**

*You will have recently received an email from Milton Keynes PCT informing you that the Improvement Foundation will be contacting you in relating to 'extended hours'. We felt it appropriate to explain the rationale behind this request.*

*The Improvement Foundation, formerly known as the National Primary Care Development Team, has been commissioned by the DH to support practices and PCTs with improving access and responsiveness in primary care. There are ten centres across the country. The Southern Centre, based in Milton Keynes supports the PCTs and practices across the South Central area. Therefore we are presently working with practices in Milton Keynes supporting them with their improvement work.*

*You will be aware of the work relating to improving access in the Darzi Review and information within the NHS Operating Framework 2008/09 which states, 'at least 50% of practices in each PCT area should be offering extended hours to the patients'. Before any further discussions in relation to practices offering extended hours can take place, the PCT must establish existing arrangements. An audit of practices therefore needs to be carried out.*

*As a part of the support offered to the PCT , the Improvement Foundation Southern Centre will be collecting data on practice reception opening times, core clinical hours offered and information on any 'extended hours' already offered. When completing the audit please note core hours are defined as '8am to 6:30pm Monday to Friday'. The Improvement Foundation will treat all responses confidentially. The information collected will be shared with the PCT. This information will need to be collated and summarised to be passed to the SHA. This is in line with a DH request.*