

ASC AND HEALTH SELECT COMMITTEE
RECOMMENDATIONS TRACKER

Method	Recommendation	Response
Primary Care Working Group 28 June 2021	NWL CCG should develop their strategy on digital consultations, in consultation with patients, as a matter of urgency	<p>NWL CCG has implemented initiatives and continues to prioritise the role of online consultations for patients to safely access general practice. Initiatives have included a series of patient workshops with local stakeholders including Healthwatch and patient group representatives to address digital access inequalities, digital inclusion and digital literacy and have emphasised the role of telephone triage and face to face appointment provision for where patients find digital access or online consultations difficult. NWL Digital First Team identified 175 potential patient barriers to digital access using online and video consultation and are working with the NHSE London to challenge suppliers to improve accessibility of their products, as well as looking at alternative solutions to improve accessibility of current systems in place. Online consultations are often accessed via practice websites, and therefore an accessibility toolbar is currently being rolled out to all GP Practice website to help improve the usability of practice websites with features including:</p> <ul style="list-style-type: none"> · Text-to-Speech: improves comprehension and understanding · Written Translation: Translates webpages into a wide range of languages · Spoken Translation: Speaks translated text aloud in many languages · Text Magnification: allows users to access even the smallest text · MP3 Generation: Text can be saved and listened to later · Screen Mask: Blocks online clutter and helps elevate visual stress · Webpage Simplifier: Removes Distracting content and displays the main text · Customisable Options: Tailor and save settings to suit individual needs · Reads PDF Documents: Without altering the look and feel · Picture Dictionary: Dictionary definition in the form of an image <p>As well as an accessibility compliance back-end tool which will help practices identify areas of improvement for their website accessibility and jargon busters.</p>
	NWL CCG should ensure that all GP services comply with new guidance from NHS England on	<p>In line with the NHS England letter, NW London practices are continuing to offer video, online and telephone consultation alongside face to face appointments and all practice receptions are open to patients. Our patients have generally found a range of different options of benefit. Screening is still required to ensure that Covid positive patients are not presenting in person at GP surgeries. As of March 60% of appointments in NW London were face to face.</p>

Appendix 3

<p>the required provision of face-to-face appointments.</p>	<p>NW London continue to use feedback from patients to begin building a digital inclusion checklist which will be used for future procurements of digital consultation tools and future service design of digital access in primary care.</p>
<p>NWL CCG should reactivate fully the patient participation groups for all surgeries in the borough.</p>	<p>The NWL Digital Principles:</p> <ul style="list-style-type: none"> • Patients will still be able to access care via traditional methods, such as phone and face-to-face appointments. • Patient safety, confidentiality and wellbeing remains a priority when developing digital access to care. • Digital access to healthcare should not affect the patient's relationship with their GP practice or change the care that the receive. • Patient feedback and suggestions will always be listened to and will help develop the service to remain inclusive to all patients, where possible. • North West London will work with all patient groups to understand the barriers to using digital services and reduce health inequalities. • North West London will work with healthcare staff, clinicians, PPGs, voluntary sector and community organisations to understand the needs of local patients and to support their use of digital tools. • Digital tools and access to services will support North West London priorities, such as extended access and social prescribing. • North West London will ensure that all technology suppliers are held to account, and challenge products to be as digitally inclusive as possible to meet the needs of the local patient population. <p>We would welcome closer working with the council and patient representatives.</p>
<p>NWL CCG should develop a prevention strategy utilising digital communication channels and all appropriate means of communication with patients/ residents to reach out to them and enable them to improve their health outcomes.</p>	<p>The NWL Digital Principles:</p> <ul style="list-style-type: none"> • Patients will still be able to access care via traditional methods, such as phone and face-to-face appointments. • Patient safety, confidentiality and wellbeing remains a priority when developing digital access to care. • Digital access to healthcare should not affect the patient's relationship with their GP practice or change the care that the receive. • Patient feedback and suggestions will always be listened to and will help develop the service to remain inclusive to all patients, where possible. • North West London will work with all patient groups to understand the barriers to using digital services and reduce health inequalities. • North West London will work with healthcare staff, clinicians, PPGs, voluntary sector and community organisations to understand the needs of local patients and to support their use of digital tools. • Digital tools and access to services will support North West London priorities, such as extended access and social prescribing. • North West London will ensure that all technology suppliers are held to account, and challenge products to be as digitally inclusive as possible to meet the needs of the local patient population.

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	<p>We would welcome closer working with the council and patient representatives.</p>
<p>NWL CCG should ensure that they provide a joined-up health offer for children and young people (CYP), ensuring clear communication and adequate signposting of all their services that reaches out to CYP, with clear targets and delivery process.</p>	<p>In NWL the CYP programme is developing a range of priority work areas focussing on both building services back better as part of the pandemic recovery and transformation areas.</p> <p>We are continuing the work to ensure services meet consistently high standards across NWL and we have a comprehensive engagement programme to ensure that our CYP are at the heart of these developments.</p> <p>Within the RBKC and Westminster areas the integrated care partnership has also recently identified CYP priorities for the local system to initially focus on:</p> <ul style="list-style-type: none"> • Supporting children and young people to achieve good mental health and resilience post COVID • Building whole system pathways to support children with SLCN at the non-statutory stages • Ensuring that appropriate and timely support is offered to Autistic CYP and their families/carers <p>As this work programme develops, regular updates and progress will be reported through the ICP and HWBB.</p>
<p>NWL CCG should improve communication with stakeholders and patients/residents about Primary Care Networks (PCNs), explaining what PCNs are and what they do.</p>	<p>We are keen to involve our local populations in the ongoing development of Primary Care Networks (PCNs). As part of our Primary Care Network Development Plan we will be engaging in an ongoing dialogue with NW London Healthwatch organisations from the outset. We appreciate each borough is different, that we have a diverse population, and that health literacy differs across the patch.</p> <p>We have developed an inclusive engagement and participation model that interlinks with our population health team and the wider equalities objectives of the CCG. We are developing 'collaborative spaces' which will bring together local residents from our patient participation groups, Trust patient involvement groups, groups we have not always engaged effectively and the wider public. We also have plans to involve the NW London Citizens' Panel, which has over 3,800 members reflecting the demography of our local communities, in testing out people's understanding of PCNs and our local plans.</p> <p>We wish to work with our PCNs and provide them with an ongoing package of communications and engagement support. To enable this, the CCG will be holding a webinar with the PCN workforce in the coming weeks to discuss the communications and engagement offer available and agree ways to collaborate not only at a local level, but at an ICS level where we expand our collaboration out to providers. This is intended as an ongoing exercise, through which we will work with the various groups outlined above to look at how we can make our local residents more familiar with what PCNs are and what they do.</p>