

Appendix 2 – Modifications to primary medical care services during and following the Covid-19 pandemic

	Contract requirements (key points)	Covid-19 modifications	Current provision (January 2023)
GP practices			
Core hours	<p>8am - 6.30pm, Mon to Fri (excl. bank holidays)</p> <p>Essential and additional services</p>	<p>April 2020 - Triage first model implemented</p> <p>May 2021 – further NHS England guidance issued stating:</p> <p>1) All GP practices must ensure they are offering face to face appointments.</p> <p>2) Patients and clinicians to have a choice of consultation mode. Patients’ input into this choice should be sought and practices should respect preferences for face-to-face care unless there are good clinical reasons to the contrary</p> <p>3) All practice receptions should be open to patients</p> <p>4) Patients should be treated consistently regardless of mode of access.</p> <p>5) Practices should continue to engage with their practice population regarding access models and should actively adapt</p>	<p>Practice receptions open</p> <p>Face to face appointments being offered where clinically appropriate</p> <p>Triage first model still in operation in majority of practices to help sign post patients to the appropriate health care professional / service</p>

		their processes as appropriate in response to feedback	
GP Online	<p>Booking and cancelling appts</p> <p>Ordering of repeat prescriptions</p> <p>Viewing of GP record</p> <p>Minimum of 25% of all appointments to be available online</p>	<p>Functionality for booking/cancelling appointments turned off during Covid-19 pandemic, but is being reintroduced in many practices</p> <p>Online requesting of prescriptions being actively encouraged and promoted with NHS app preferred approach</p> <p>National roll out of prospective access to records underway, although facing challenge from BMA due to patient safety and workforce concerns</p>	<p>Online requesting of prescriptions being actively encouraged and promoted with NHS app preferred approach</p> <p>Online booking of appointments returning in many practices, especially in relation to specific appointments such as cervical smear / flu vaccination/ blood pressure checks etc.</p> <p>National roll out of prospective access to records underway</p>
Digital Primary Care*	<p>Online consultations (by April 2020)</p> <p>Video consultations (by April 2021)</p>	<p>This is currently guidance (aspirational) and not yet contractual. However, the pandemic has accelerated the delivery of digital services.</p>	<p>All Manchester practices have the capability to offer online consultations as a mode of access.</p> <p>GP practices do not have a single common approach, with 4 different software providers in use, and online services being disabled by some practices due to overwhelming levels of demand.</p> <p>All GP practices can offer video</p>

			<p>consultations, although recorded levels of video consultation have fallen in line with the relaxing of infection control measures in relation to covid</p> <p>Additional video consultations have been offered by 72 of the 83 GP practices providing up to 1000 additional appointments a week</p>
Primary Care Networks			
Extended Hours	<p>Minimum of 30 minutes per 1,000 registered patients per week</p> <p>Available to all registered patients within the PCN for emergency, same day or pre-booked appointments</p> <p>Delivered by a healthcare professional or another person employed or engaged by the PCN</p> <p>Delivered at times outside of the hours the Practices' primary medical services contracts</p>	<p>January 2021 - Extended Hours was reprioritised nationally to allow additional capacity to support the Covid-19 Vaccination Programme</p>	<p>Contractual changes implemented from 1 October 2022. See section 2.4.</p>

	<p>Addition to appointments provided by the PCN's practices under the CCG Extended Access Services</p> <p>Are provided on the same days and times each week with sickness and leave of those who usually provide such appointments covered by the PCN</p> <p>May be provided face to face, by telephone, by video or by online consultation provided that the PCN ensures a reasonable number of appointments are available for face-to-face consultations where appropriate.</p>		
GP Federations			
Extended Access	<p>Minimum of 45 minutes per 1000 registered population per week.</p> <p>Mon – Fri provision of access to pre-bookable and same day appointments to</p>	<p>-During March 2020 the Extended Access Service capacity was re-purposed to provide Hot (Covid symptomatic) and Cold (non-Covid symptomatic) hubs across the City</p> <p>-Additional appointment slots are</p>	<p>Contractual changes implemented from 1 October 2022. See section 2.4</p>

	<p>GP services in the evenings (after 6:30pm) provides an additional 1.5 hours per day</p> <p>weekend provision of access to pre-bookable and same day appointments (both Saturdays and Sundays) to meet local population needs</p>	<p>made available each week in North, Central and South Manchester</p> <p>-Covid 'hot hub' capacity is flexed between hot and cold activity as the Covid recovery continues and in response to need</p> <p>-The same level of funding remains but allows flex to demand</p> <p>-Each PCN has an identified clinical lead for access to work with the GP Federations to ensure the offer meets the needs of their population</p>	
Out of Hours			
gtd healthcare	<p>Service is open from 6.30pm-8.30am including weekends and Bank Holidays</p> <p>Service is accessed via NHS111</p> <p>Patients are assessed via telephone triage, called back and offered a home visit or face to face on MRI site after 7.30pm</p>		As per column 2

