

# Realignment of Extended Access Hubs Case Study

## What we did

Leeds GP Confederation's Extended Access Team worked with PCNs across the city to realign extended access services to bring care closer to home for patients. This was achieved by increasing the number of hubs from 12 to 21.

To support core general practice and provide seamless care to patients, it is important that patient care is managed in extended access in a way that meets patients needs as well as the PCN.

There were some extended access hubs that delivered care to a number of PCNs. In these instances, care was not delivered close to the patient's home or by a local workforce.

The Extended Access Team worked with the PCNs to identify suitable locations within each PCN to realign services for the benefit of patients, workforce and local services.

## Aims - what we wanted to achieve

- **Deliver extended access services closer to patients' homes**
- **Ensure extended access services were utilised by all GP practices with the PCN**
- **Extended access to be an extension of core general practice delivered locally**

## Benefits - what difference we made

- Increase from 12 extended access hubs to 21;
- Increase in appointment utilisation across all clinician types;
- Modelling of services to meet local needs;
- Easy access to face to face appointments for patients.