



CLAHRCBITE

Brokering Innovation Through Evidence

May 2019

Seven day access to primary care in Greater Manchester: Evaluation



The National Institute for Health Research Collaboration for Leadership in Applied Health Research and Care (NIHR CLAHRC) Greater Manchester is a partnership between providers and commissioners from the NHS, industry, the third sector and the University of Manchester.

We aim to improve the health of people in Greater Manchester and beyond through carrying out research and putting it into practice.

What was the aim of the project?

In June 2014, the twelve Greater Manchester clinical commissioning groups (CCGs) agreed to the Healthier Together standard that by the end of 2015 *“everyone in Greater Manchester who needs medical help will have same-day access to primary care services, supported by diagnostic tests, seven days week.”* This was a key early implementation priority of the Greater Manchester health and social care devolution programme.

Building on our previous evaluation of the primary care demonstrator communities, we conducted an independent academic evaluation of the roll out of 7 day access to primary care across Greater Manchester.

What did we do?

The evaluation has employed both qualitative and quantitative methods. Semi-structured interviews were used to explore the processes by which implementation takes place, while existing and purposely-developed quantitative datasets were used to explore the nature and levels of activity associated with the provision of 7 day access, and its impact on the use of secondary care and out-of-hours services.

Why did we do it?

Following evaluation of the primary care demonstrator communities it is important that any further roll-out of 7 day access to primary care, particularly that undertaken at scale and pace such as that being observed in Greater Manchester, is accompanied by a



What next?

CLAHRC GM are currently evaluating the roll-out of extended access in the [NHS Salford CCG](#). The evaluation will include a clinical audit of appointments to seek to inform whether appointments are adding value to the care of patients and a wider assessment of who is using the service (considering deprivation and ethnicity in addition to age and gender) to inform possible impacts on inequalities in access.

robust evaluation to explore and promote an understanding the associated processes, activities, outcomes and impacts. Findings will also help to inform ongoing refinement of specifications for services delivering extended access.

Impacts of the Evaluation

This evaluation has contributed both locally, informing the initial piloting and subsequent roll-out of seven day access to the 4 million residents of GM, and also nationally as an academic partner on an evaluation of NHS England's £100 million GP Access Fund programme. These activities have collectively ensured that decision making by commissioners about service models of 7 day access across the country, and the process by which such models are implemented and sustained, can be informed by a high-quality and reliable evidence base.

Who we worked with?

[Greater Manchester Health and Social Care Partnership](#)

What is NIHR CLAHRC GM?

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Find out more

<https://www.clahrc-gm.nihr.ac.uk/projects/7-day-access>

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