

4.3 Primary care community hubs: taxonomy, aims, and effectiveness - a rapid review.

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Improving people's access to their GP and other primary care services is a priority for the government, as well as for the people who provide these services. In 2013, the Prime Minister made funding available to general practices in England so that they could develop new ways of working to help to increase this access. Several different ideas were tried, and one of these was the creation of primary care community hubs. The way these hubs work depends on what is needed in the local area, but they do have some things in common. Each hub is a place where people can go to access general practice (and sometimes other services too) when they are not able to see their own GP – perhaps because they are closed, or because they don't have any appointments available. Each hub is available to patients registered with certain local practices to help make sure each patient is able to see a clinician at suitable time for them (for example before or after work, and/ or at weekends).

In our study, we are reviewing the evidence which exists to see what the aims of the different primary care community hubs already set up in England are, how they are organised and whether they are effective in their aims. This is important as it will help us understand how these hubs can be best used.