

# Public Document Pack

## **PRESENTATION – PRIMARY CARE UPDATE**

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# General Practice in Derbyshire

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**Activity, access, capacity,  
staffing and workload**

Agenda Item 7

# GP Access in Derbyshire

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- Access for patients, and demand on practices, is a major concern for many patients and practices in Derbyshire
- We don't have really comprehensive information about access to General Practice but there is an annual national patient satisfaction survey for a sample of patients from each practice
- For Derbyshire this survey shows mixed levels of patient satisfaction. Some practices have outstanding levels of patient satisfaction, whereas others fall below the national average.
- Generally patients have most concerns about their ability to get through to the practice – problems with getting through on the phone, or are concerned about the waiting time for a GP appointment
- Patients report high levels of satisfaction with the care they receive once they get through
- Currently there is some anecdotal evidence that patients are concerned about not being seen face to face, though we don't have data on this. We also have some positive patient feedback about telephone consultations

# GP Access in Derbyshire cont.

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- Derbyshire practices are working harder than ever. They are offering more appointments than they did before the pandemic, and more on the same day
- They are also doing COVID vaccinations, catching up on the backlog of patients, following NHS rules for infection prevention and control and managing increased staff sickness and absence
- A telephone call first allows for a more efficient face to face appointment: previously a patient would have been seen, sent for investigation and then seen again which can often be 3 appointments
- Now the GP can speak on the telephone, order the investigations, then see the patient face to face and make a clinical decision at their first appointment
- GP services do not operate in a vacuum. Long hospital waits, cuts to drug, alcohol and smoking services and cuts in social care will directly increase demand on General Practice

# January 2022: GP Position

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- GPs reporting high level of demand
  - Since December routine work has largely been stepped down with focus on vaccination booster and urgent work only
  - Sickness/ absence overall reported at 11.9% (10/01/22)
  - 19/112 practices reporting issues due to COVID sickness / absence (c60 staff)
  - 6 Practices reporting 'red', 28 'amber' (from 71/112 practices 10/01/22)
  - PCNs planning for additional c72k appointments January to March funded through £2.9m Winter Access Fund (WAF) as part of system WAF (c£5.4m 130k appointments)
  - 82% of patients have received vaccination booster (10/01) though work ongoing (including 12-15s and potentially 5-11s)

# January 2022: GP position cont.

- No services have been decommissioned. The CCG's strategy is to increase the number of services commissioned from GPs – moving services out of hospital to be more accessible for patients
- Due to the pandemic some services (e.g. spirometry) have been temporarily paused because of the risk of COVID transmission. We are working with GP practices to restart these services now
- There is a backlog for checks on some patients with long term conditions, but even through the pandemic GPs were undertaking checks for high risk patients. GPs are now working to catch up
- Demand across the system is extremely high, and is expected to get higher over the winter. Flu is likely to be 50% worse than a normal year, and we will also see a surge in childhood respiratory illness
- There has been an increase in aggressive and violent behaviour towards General Practice staff
- Practices are reporting high levels of staff stress and burnout

# Appointment Activity in General Practice

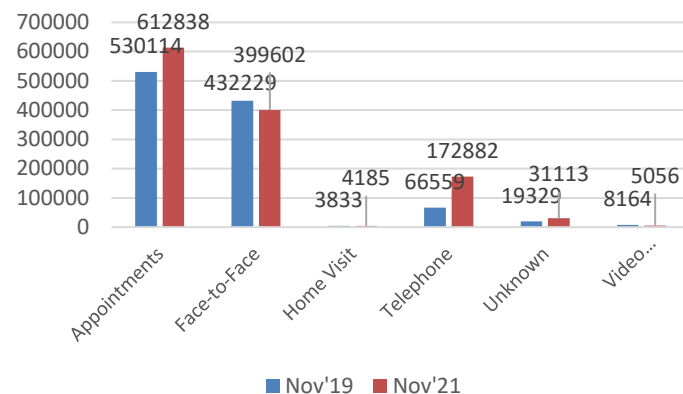
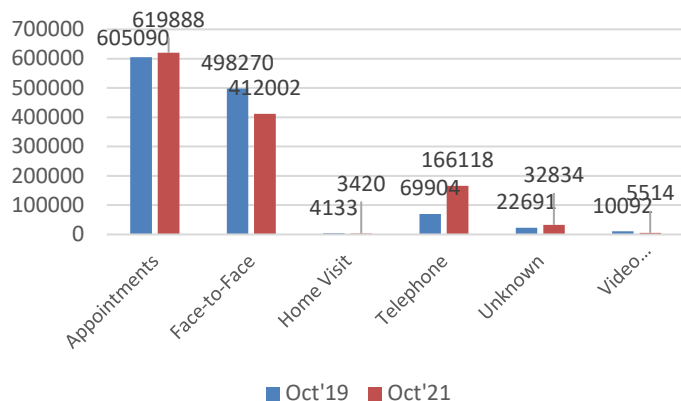
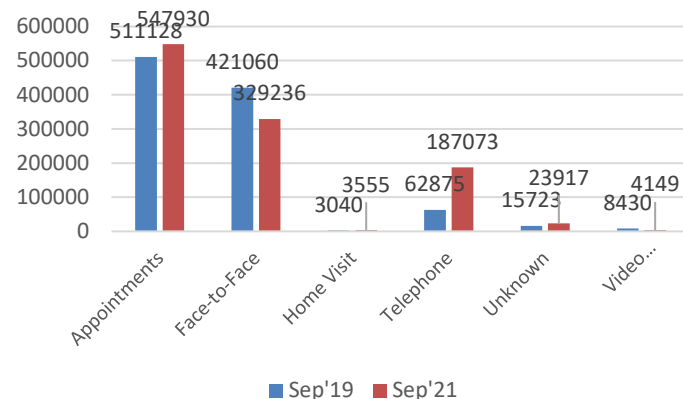
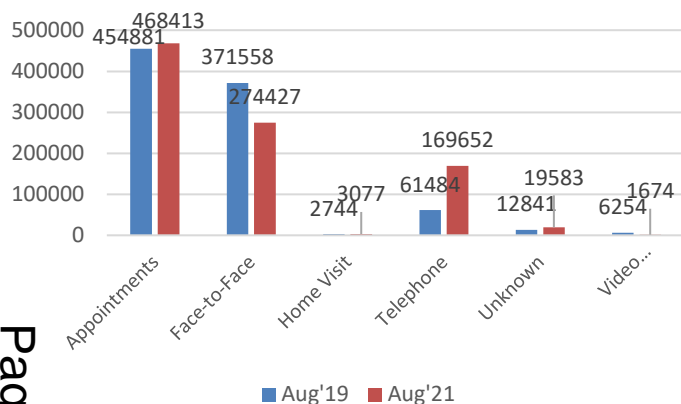
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- General Practice in Derbyshire offer c612,000 appointments every month
- The number of appointments offered is at similar levels, or more than, before the pandemic
- The majority of appointments are face to face (c65%)
- The number of telephone appointments has increased since the pandemic to about 28% of the total
- Approx. 39% of appointments are offered for the same day – more appointments are offered on the same day than before the pandemic



# Monthly Appointment Number Comparisons between Aug, Sep, Oct, Nov 2019 & 2021

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# GP Appointment Data Comparison

## - Nov 2019 with Nov 2021

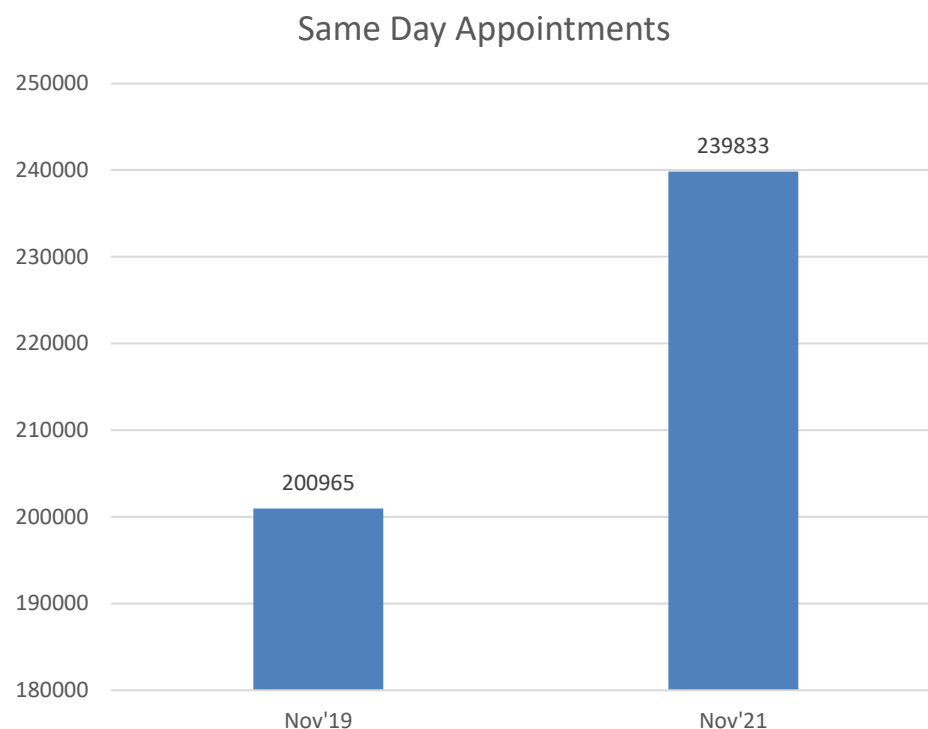
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			<b>Overall Appointment Difference Nov'19-Nov'21</b>	<b>Overall % increase/decrease Nov'19-Nov'21</b>
<b>Overall Comparison - Nov'19 to Nov'21</b>	<b>Nov'19</b>	<b>Nov'21</b>	<b>Nov'19-Nov'21</b>	<b>Nov'19-Nov'21</b>
<b>Total Appointments</b>	530114	612838	82724	15.6%
<b>By Appointment Mode</b>				
<b>Face-to-Face</b>	432229	399602	-32627	-7.5%
<b>Home Visit</b>	3833	4185	352	9.2%
<b>Telephone</b>	66559	172882	106323	159.7%
<b>Unknown</b>	19329	31113	11784	61.0%
<b>Video Conference/Online</b>	8164	5056	-3108	-38.1%
<b>By Time from Booking to Appointment</b>				
<b>Same Day</b>	200965	239833	38868	19.3%

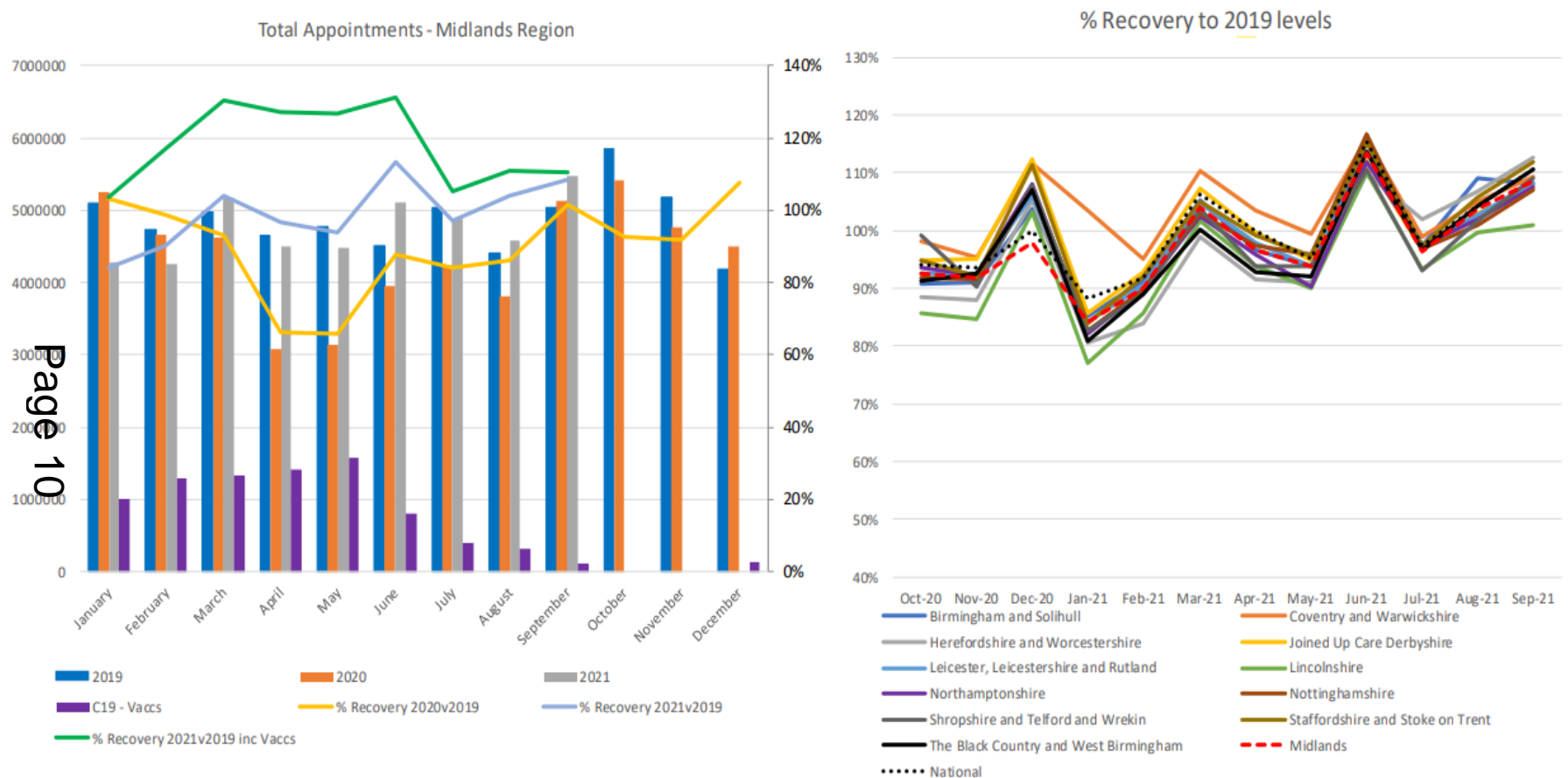
# Same Day Appointments

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Same day appointments in November 2021 are up 19.3% compared to November 2019



# GP Appointments – Midlands Region



**DQ Note:** The GP Appointment data is collected from GP appointment booking systems which have not been designed for the purpose of an analysis. 96% of GP Practices are included in this dataset (EMIS, TPP, Microtest, Vision). There are currently no national standards for data entry which limits what can be inferred from this data. Please note that the 'face to face' appointment mode is a default value so this figure is likely an overestimate. Practices using the Vision and Informatica GP systems are unable to supply appointment mode data.

Derbyshire are recovering well and as the graph shows we have one of the higher recovery levels across the region.

# Face to face and telephone appointments

- In Derbyshire COVID has brought changes to the mix of face to face and telephone appointments
- The number of face to face appointments has fallen (from c71% to c65%) and the number of telephone appointments has risen
- The move to more telephone and online appointments was happening before COVID
- There was a step change when the NHS asked practices to move to a 'total triage' approach at the start of the pandemic
- All practices in Derbyshire are open and offering face to face appointments but balanced against reduced capacity (IPC, demand, site constraints)

# What's the right mix of appointments?

- National best practice is to have a mix of ways to treat patients – face to face, online, telephone
- And a mix of people seeing patients – not everyone needs to see a GP – more options give better outcomes and quicker treatment
- Patient triage is effective and efficient – an expert assessment to work out how urgent the problem is and who should deal with it, and for smaller issues the opportunity to deal with it there and then  
It's a much better use of patient and GP time if small changes (e.g. tweaks to prescriptions) can be dealt with over the phone or online – practices have had positive feedback from patients about this
- However, many patients must still be seen face to face. If we can free up GP time from people they don't need to see then they'll have more time with those they do
- The number of people seen face to face is increasing and will continue to do so
- If we want an effective and efficient system for patients and practices then we should still aim for a mixed approach – more ways to get help and a wider range of people providing care

# Practice staffing in Derbyshire

- Derbyshire has a total of 679 General Practitioners (excluding Registrars and Locums), working 513.17 WTE. They are supported by 505 Practice Nurses working 357.15 WTE
- The workforce equates to 1617 Derbyshire patients to one GP, and 3093 patients to one Practice Nurse. This is lower than both the regional and national average for both job roles
- There are problems recruiting staff for General Practice, particularly GPs and Practice Nurses, nationally & locally, and the number of GPs has decreased by 18.55 WTE during 2021/22
- Pandemic-related burnout has also accelerated retirement plans for some staff approaching retirement age
- Derbyshire PCNs will receive approx. £21m to invest in additional (non GP or nurse) roles by March 2024 under the ARRS scheme. This equates to an additional 480 WTE within Primary Care
- Derbyshire PCNs plan to employ an additional 130.35 WTE this year under the ARRS scheme on top of the 208.62 WTE already in post
- Practices are funded on a per capita basis so will receive additional funding for new patients which they can also use to increase staffing

# Winter Access Fund

- From November 2021 to March 2022 a new £250m national Winter Access Fund released
- Aim of the fund is to help patients with urgent care needs to get seen when they need to, on the same day, taking account of their preferences, instead of going to hospital.

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In Derby & Derbyshire this equates to £4.43m and just over 100,000 additional appointments

- These appointments are being delivered at a practice level and through local hubs.
- We also continued to commission 'Red' Acute Hub & Home Visiting service. General Practice can refer COVID symptomatic patients for appointments to avoid bringing them into practices.



# Practice Communications

- Throughout the pandemic the CCG have been working closely with the LMC to ensure practices are supported with their messages to patients

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Messages to the public have been sent out via a number of different methods – TV, radio, social media

# Summary

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- Access to General Practice in Derbyshire is challenging for some practices, and a priority for patients and practices
- Demand for GPs is currently surging and practices are working very hard under great pressure. They are open for business and overall the number of appointments offered is at or above pre pandemic levels.
- More appointments are offered by phone and more are offered the same day they were requested than before the pandemic
- Patients report mixed satisfaction with access and there is ongoing work to improve access by practices, the CCG and the wider NHS.
- Staffing is a challenge. There is new funding for non GP staff and a range of initiatives designed to help recruit and retain key staff but this remains difficult
- GP services are not being cut, and those that were paused during the pandemic are being restarted
- GPs continue to lead a very successful vaccination campaign.
- Demand and pressure on staff is likely to be very high over the winter, and there is rising concern over practice staff wellbeing