

General Practice in Derbyshire

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

GP Access in Derbyshire

- Access for patients, and demand on practices, is a major concern for many patients and practices in Derbyshire
- GP Appointment data has been made available to the public from November 2022, in the form of an annex to the current publication and includes the following metrics: Appointment mode, healthcare professional type and national categories. There is also an annual national patient satisfaction survey for a sample of patients from each practice
- For Derbyshire the Patient 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, however for the first time Derbyshire practices have shown an increase in face to face appointments since pre-pandemic. We also have some positive patient feedback about telephone consultations

GP Access in Derbyshire cont.

- Derbyshire practices are working harder than ever. They are offering more appointments than they did before the pandemic, and more on the same day
- 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 Position (Stats taken from OPEL report 3.1.23)

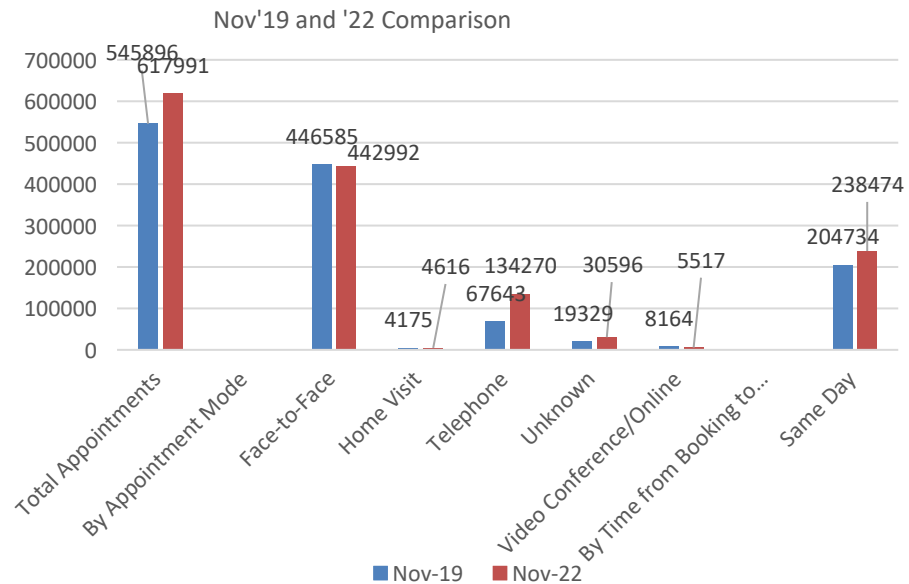
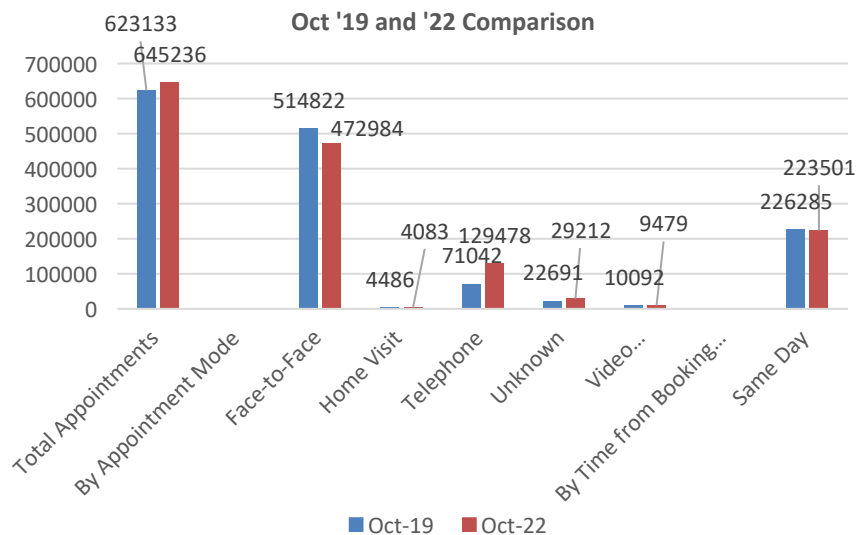
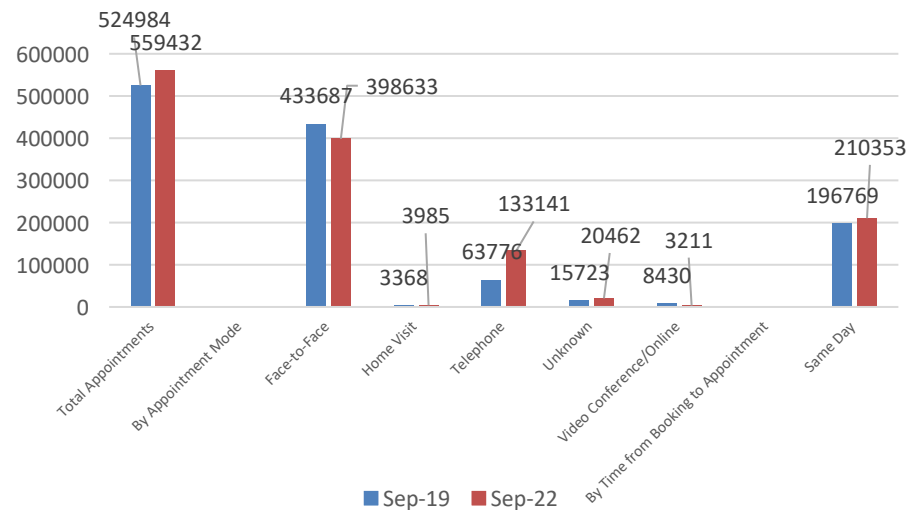
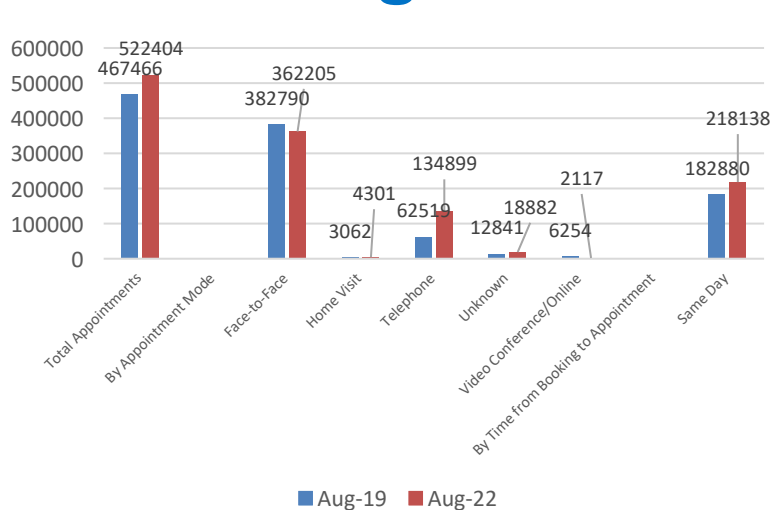
- GPs reporting high level of demand. Sickness/ absence overall reported at 26.3 5.8% overall (25.9 5.8% clinical 26.6 5.9% non-clinical) (these figures do include planned leave).
- No services have been decommissioned. The ICB's strategy is to increase the number of services commissioned from GPs – moving services out of hospital to be more accessible for patients
- checks for high risk patients. GPs are now working to catch up
- Demand across the system is extremely high with the Derby and Derbyshire Health and Care System currently in Critical Incident status (as at 04.01.2023 since 31.12.22) and is expected to get higher over the remaining winter months
- Practices are reporting high levels of staff stress, burnout and abuse towards staff.

Appointment Activity in General Practice (Nov 22)

- General Practice in Derbyshire offer c550,000 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 (c72%)
- The number of telephone appointments has increased since the pandemic to about 22% of the total
- Approx. 39% of appointments were offered for the same day. When corrected for working days about 11.2% more appointments were delivered on the same day than before the pandemic (Nov 19)

Monthly No. of Appointment Comparisons between Aug - Nov 2019 & 2022

NB: not corrected for working days

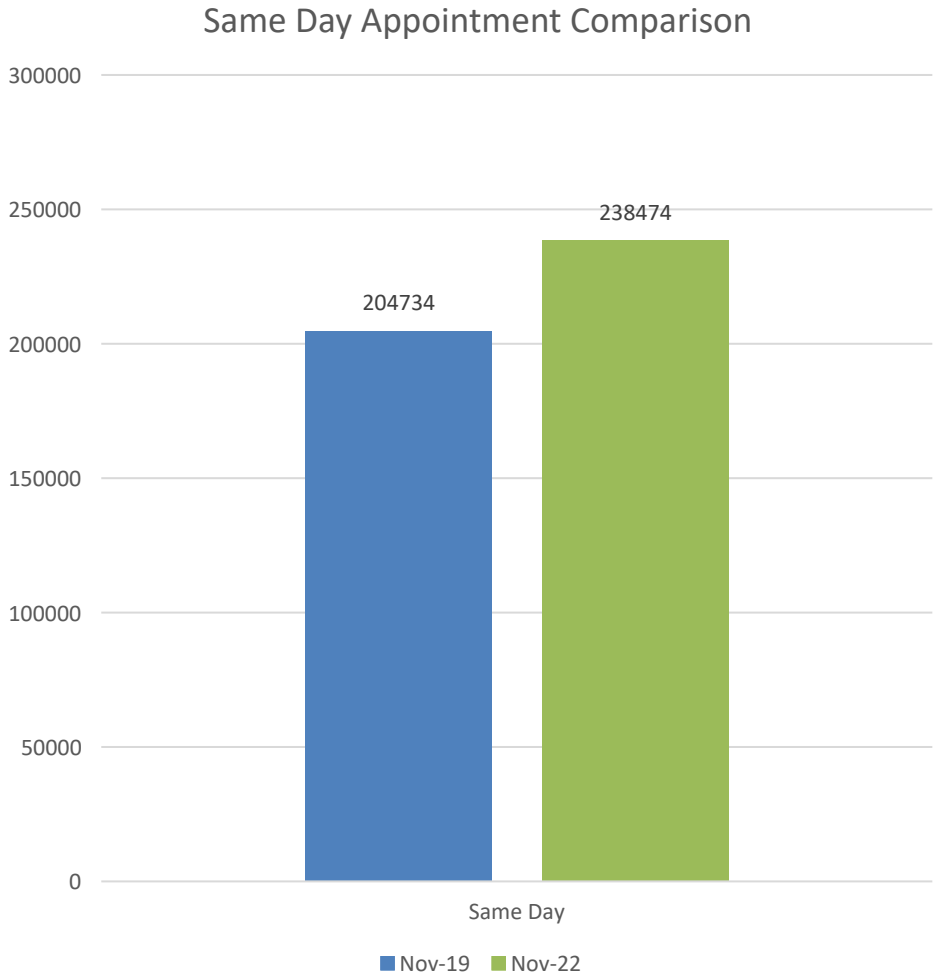


GP Appointment Data Comparison - Nov 2019 with Nov 2022

Overall comparison Nov 19 - Nov 22	Nov-19	Nov-22	Overall Appointment Difference Nov 19 - Nov 22	Overall % increase/decrease (Nov 19 - Nov 22)	% increase/decrease corrected for working days (Nov 19 - Nov 22)	Trend
Total Appointments	545896	617991	72095	13.2%	8.1%	↑
By Appointment Mode						
Face-to-Face	446585	442992	-3593	-0.8%	-5.3%	↓
Home Visit	4175	4616	441	10.6%		↑
Telephone	67643	134270	66627	98.5%	89.5%	↑
Unknown	19329	30596	11267	58.3%		↑
Video Conference/Online	8164	5517	-2647	-32.4%		↓
By Time from Booking to Appointment						
Same Day	204734	238474	33740	16.5%	11.2%	↑

Same Day Appointments (Oct 22)

Same day appointments in Oct 22 are up 11.2% compared to Oct 2019 (corrected for working days)



Winter Planning

Enhanced Access and Winter Access Fund:

- As part of the winter fund all 114 practices are signed up to deliver an extra 40,000 same day urgent appointments between November and March.

Winter hubs:

- The winter hubs have been commissioned via Derbyshire Health United (OOH provider) and are for patients who present with an on the day/acute need and can't be seen at their usual practice.
- Capacity in the hubs will also provide the ability to support Primary Care when in escalation.
- Hubs are located across Derby and Derbyshire to ensure equity of access for patients

Practice Resilience:

- We ask all practice to provide an Opel status each week to monitor the pressure in General Practice and target support required.

Practice staffing in Derbyshire (Nov 2022)

- Nationally, there are challenges recruiting into General Practice roles and this is seen locally. We know that we have an ageing workforce, particularly in our nursing staff with 32% of nurses aged 55 and over.
- Derbyshire's number of GPs has increased by 6.7% (as of October 2022). However, this increase is largely due to GPs in training joining the area
- Derbyshire PCNs will receive approx. £21m to invest in additional (non GP or nurse) roles by March 2024 under the Additional Roles Reimbursement Scheme (ARRS). This equates to an additional 480 WTE within Primary Care
- To date, PCNs currently employ 367.30 WTE additional roles, including Social Prescribing Link Workers, First Contact Physiotherapists and Clinical Pharmacists. PCNs are planning on recruiting another 148 WTE between now and the end of the financial year
- By March 2023, nine PCNs will have an adult Mental Health Practitioner 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

Any questions?