



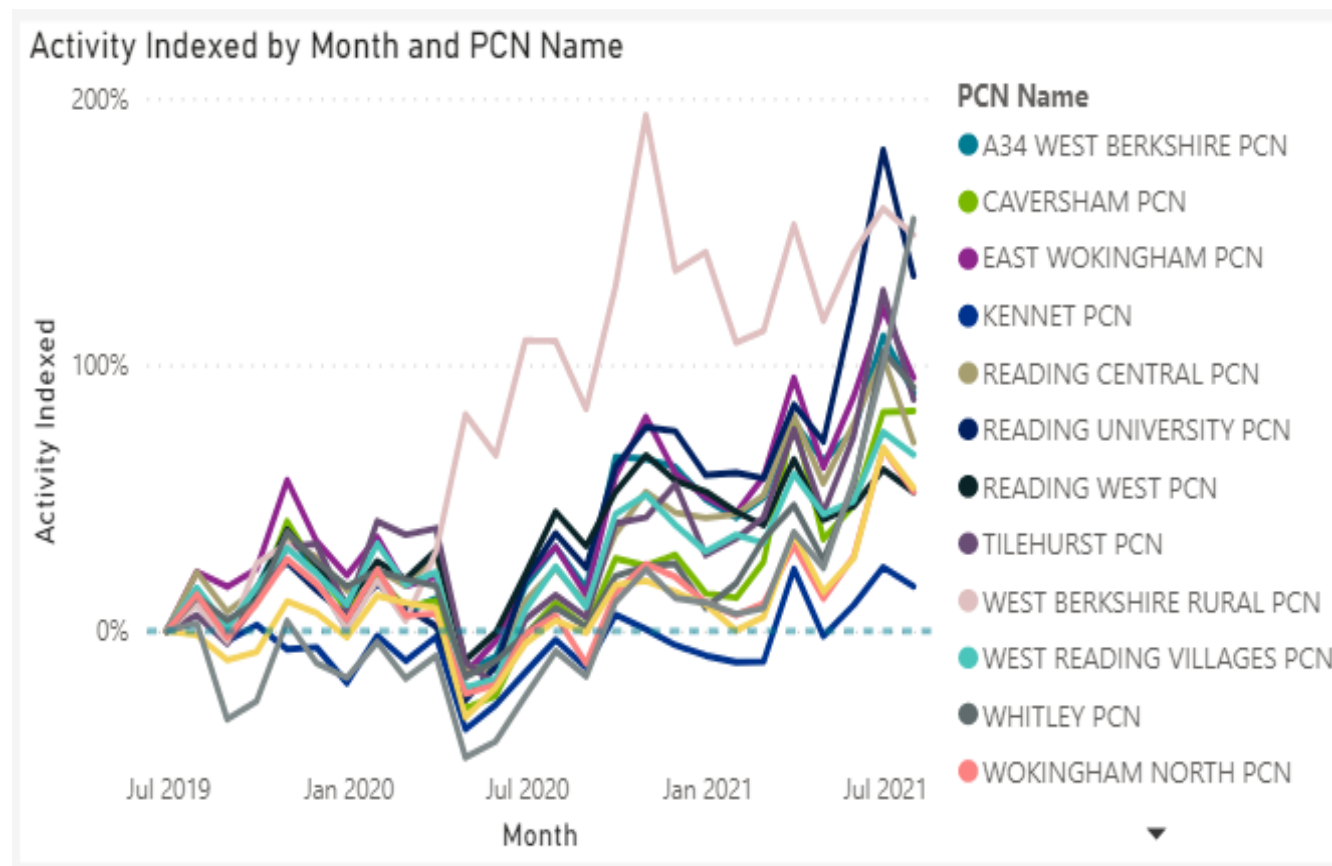
**Berkshire West**  
Clinical Commissioning Group

# Impact of Covid-19 on Primary Care

West Berkshire Health and Wellbeing Board  
Thursday 30 September 2021

# Impact of Covid-19 on Primary Care

- Demand has increased with the easing of restrictions across the health system, including primary care.
- Pressure linked to backlog in demand and extra secondary care work, i.e. blood tests, starting medications, follow up of problems
- The chart below shows the change in appointment activity overtime from July 2019 (pre-pandemic) to July 2021



# Impact of Covid-19 on Primary Care

% Change in Activity per month now versus month 0

PCN Name	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+	Total
⊞ WOKINGHAM WEST PCN	79%	106%	263%	181%	220%	218%	167%	60%	52%	40%	155%
⊞ WEST BERKSHIRE RURAL PCN	59%	132%	90%	98%	115%	187%	202%	203%	157%	92%	149%
⊞ READING UNIVERSITY PCN	98%	118%	127%	160%	159%	152%	126%	110%	86%	40%	133%
⊞ EAST WOKINGHAM PCN	57%	77%	112%	96%	106%	124%	111%	89%	75%	71%	95%
⊞ WHITLEY PCN	57%	60%	126%	100%	97%	91%	109%	75%	59%	129%	92%
⊞ A34 WEST BERKSHIRE PCN	73%	113%	81%	80%	95%	121%	117%	74%	57%	39%	89%
⊞ TILEHURST PCN	55%	92%	75%	91%	100%	88%	88%	108%	78%	77%	87%
⊞ CAVERSHAM PCN	82%	102%	117%	88%	88%	92%	86%	72%	56%	18%	83%
⊞ READING CENTRAL PCN	84%	72%	131%	79%	48%	64%	65%	48%	39%	-8%	71%
⊞ WEST READING VILLAGES PCN	53%	62%	71%	91%	65%	75%	63%	72%	43%	47%	66%
⊞ WOKINGHAM SOUTH PCN	50%	33%	51%	62%	63%	53%	68%	56%	34%	19%	54%
⊞ WOKINGHAM NORTH PCN	40%	34%	81%	61%	65%	58%	49%	49%	38%	17%	52%
⊞ READING WEST PCN	59%	60%	71%	52%	59%	44%	58%	47%	32%	31%	52%
⊞ KENNET PCN	36%	-28%	25%	28%	21%	22%	24%	16%	6%	-0%	17%
<b>Total</b>	<b>60%</b>	<b>57%</b>	<b>99%</b>	<b>87%</b>	<b>86%</b>	<b>85%</b>	<b>81%</b>	<b>65%</b>	<b>48%</b>	<b>39%</b>	<b>76%</b>

- Percentage increase in consultation activity across PCNs varied during Jul19 –Jul21 - ranging from 17% - 155% increase.
- Across Berkshire West there has been a 76% increase in consultations in their various forms

# Impact of Covid-19 on Primary Care

- Face2face / telephone consultation data shows a decline in these types of contacts in some PCNs, although a 5% increase overall.
- Decline likely consequence of national SOP changes at start of pandemic introducing total triage model that ensued GP services were sustainable and safe.

PCN Name	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+	Total
⊕ WEST BERKSHIRE RURAL PCN	17%	35%	10%	7%	5%	29%	36%	51%	67%	61%	31%
⊕ WEST READING VILLAGES PCN	15%	24%	22%	29%	15%	26%	15%	31%	23%	37%	23%
⊕ CAVERSHAM PCN	27%	20%	35%	24%	17%	23%	20%	16%	25%	4%	21%
⊕ READING UNIVERSITY PCN	20%	31%	14%	15%	22%	29%	22%	32%	35%	26%	21%
⊕ TILEHURST PCN	14%	28%	10%	17%	21%	12%	9%	28%	18%	40%	17%
⊕ EAST WOKINGHAM PCN	10%	5%	17%	8%	11%	15%	17%	15%	36%	33%	16%
⊕ READING CENTRAL PCN	42%	22%	46%	16%	0%	11%	9%	6%	12%	-14%	16%
⊕ A34 WEST BERKSHIRE PCN	8%	22%	6%	5%	5%	16%	31%	17%	27%	25%	15%
⊕ READING WEST PCN	17%	2%	14%	2%	3%	-10%	4%	5%	7%	7%	4%
⊕ WOKINGHAM NORTH PCN	-6%	-11%	9%	-7%	1%	0%	-6%	1%	7%	1%	-1%
⊕ WOKINGHAM SOUTH PCN	1%	-6%	-10%	-5%	-7%	-8%	1%	6%	7%	6%	-2%
⊕ WHITLEY PCN	-15%	-8%	-3%	-1%	-8%	-9%	1%	-8%	3%	83%	-4%
⊕ WOKINGHAM WEST PCN	-12%	-21%	-2%	-16%	-18%	-23%	-18%	-21%	-6%	0%	-16%
⊕ KENNET PCN	-13%	-54%	-26%	-27%	-29%	-30%	-26%	-20%	-14%	-15%	-27%
<b>Total</b>	<b>7%</b>	<b>-3%</b>	<b>9%</b>	<b>4%</b>	<b>1%</b>	<b>2%</b>	<b>4%</b>	<b>8%</b>	<b>14%</b>	<b>18%</b>	<b>5%</b>

# Impact of Covid-19 on Primary Care cont.

- Activity may not reflect true demand/activity, i.e. online requests (emails, practice website requests, text consultations) which have become vital tools in communication / consulting with patients although there has been a national drive to map all appointment types and improved data is expected
- Face2face consultations taking longer due to Covid infection control measures (donning / doffing PPE, social distancing, cleaning processes)
- Despite some patients wishing to return to face2face consultations the new, flexible ways of consulting have been appreciated / taken up by many including those who prefer not to attend the surgery for work or health reasons unless it is necessary for them to do so
- Housebound patients and those with transport difficulties have more access than before
- Likely to see continued mixed model going forward but with greater emphasis on offering face2face in response to patient preference as well as clinical need

# Recovery

## Recovery plans:

- Step down of Respiratory Hub arrangements with all patients now managed within practices - Hub closed end of Mar21. Suspected Covid pts. now seen by practice, safe hot / cold streaming arrangements established.
- Further work to embed new models of access to primary care and support patients to engage with these - Being addressed through digital inclusion programme and comms campaign, including introduction of digital champions to support all groups in accessing care.
- Planning for next phase of covid vaccination programme

# Recovery cont.

- Backlog of routine appointments addressed and focus on ensuring chronic diseases are appropriately managed - Funding made available to increase GP capacity, oximetry @home arrangements, long COVID management, clinically extremely vulnerable patient management, chronic disease management, routine vaccinations and immunisations and health checks for learning disability patients
- Improvements seen in routine vaccinations and immunisations / screening rates – improvements rates seen, continuing to be monitored /supported
- Focussed work to support vulnerable patients / address inequalities e.g. increase in learning disability health checks and physical health checks for patients with severe mental illness – Funding detailed above has supported, 67% Learning Disabilities Health Check target achieved

# Continued work addressing Primary Care Demand

- System-wide workshop held in May to agree remedial actions
- Key Primary Care remedial actions:
  - Building intelligence about activity in primary care, including predictive modelling
  - 111 call handlers now able to book into primary care
  - Standardised telephone message for GP Practices
  - Maximising GP call handling / workflow management capabilities
  - Additional 170 appointments per day being commissioned to increase capacity until end of March 2022
  - Piloting how RBFT's Emergency Department can book patients into GP appointments
  - Practices now have 'front doors' open so patients can book in person
  - Establishing a Community Pharmacy Consultation Service as an alternative to the GP practice
  - Exploring the potential to enhance the telephony systems used by GP Practices
  - Taking part in the Additional Roles Reimbursement Scheme to create bespoke multi-disciplinary teams