

Access to Primary Care 2023/24

Dr Heike Veldtman, GP Lead, BOB ICB

Sarah Webster, Executive Director Berkshire West Place, BOB ICB

West Berkshire Health Scrutiny Committee

12th September 2023

Introduction

- Access to primary care in West Berkshire – latest position
- Primary Care Recovery Plan
- Working with other services

Access to primary care

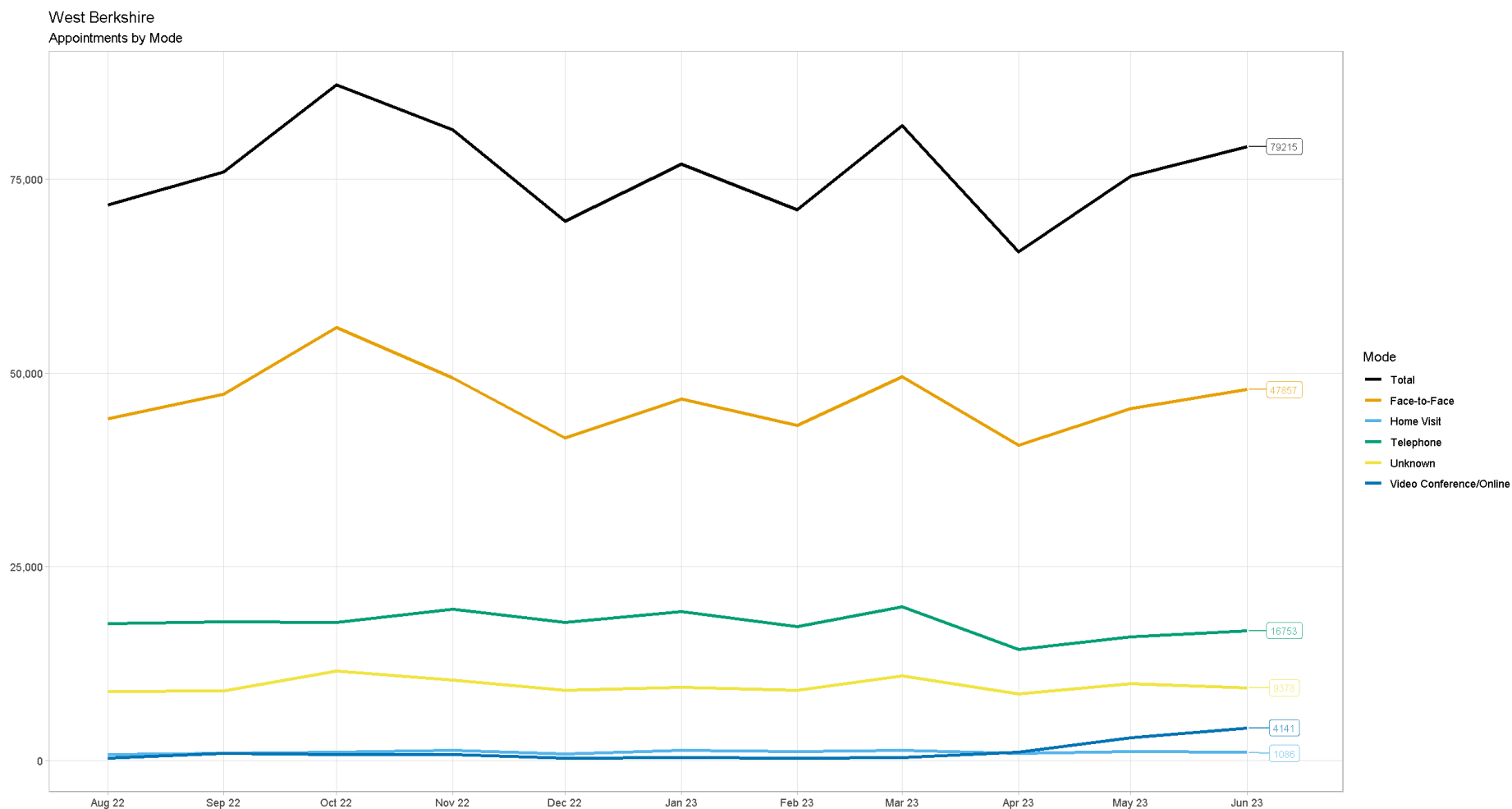
- 13 practices in 4 Primary Care Networks (PCNs)
- GP Patient Survey (July 2023) – green are in top 10 in BW, no practices in bottom 10. National performance is down across all 3 measures compared to 2022. West Berkshire results are mixed with some practices showing decline in satisfaction but others improving across all measures.

	Overall experience (% good)	Experience of getting through on phone (% good)	Experience of making appointment (% good)
Chapel Row Surgery	93%	94%	85%
Mortimer Surgery	75%	72%	60%
Theale Medical Centre	63%	26%	38%
The Boat House Surgery	96%	90%	88%
Hungerford Surgery	85%	90%	72%
Kintbury & Woolton Hill Surgery	93%	89%	78%
Lambourn Surgery	78%	67%	60%
Eastfield House Surgery	68%	61%	47%
Strawberry Hill Medical Centre	73%	55%	60%
The Downland Practice	80%	66%	64%
Burdwood Surgery	79%	67%	67%
Falkland Surgery	66%	39%	37%
Thatcham Health Centre	65%	45%	49%
BOB	73%	53%	55%
National	71%	50%	54%

- Friends and Family Test – 93.52% of patients reported positive experience (across 7 practices). ICB average 86.83%.

Appointment types

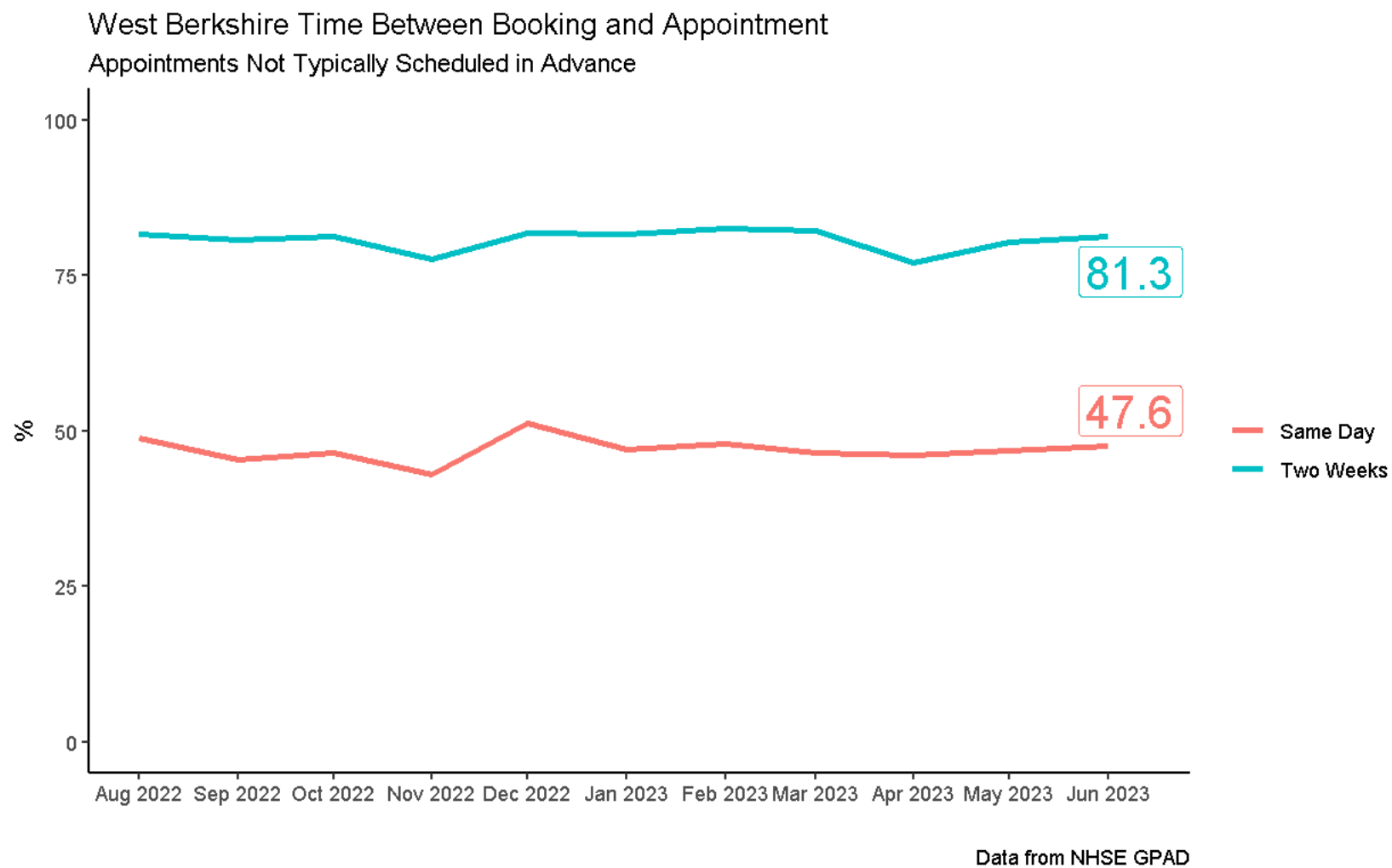
Activity has remained high over the last year. 60.4% of appointments were face-to-face in West Berkshire in June 2023 compared to 69% nationally, 61.6% across BOB and 62.4% in Berkshire West as a whole.



Time between booking and appointment (Target 85% within 2 weeks)

81.3% of appointments took place within 2 weeks of request in June 2023. This compares to 87.2% across BOB, 85.6% in Berkshire West and 86% nationally. Figures exclude appointments typically scheduled in advance.

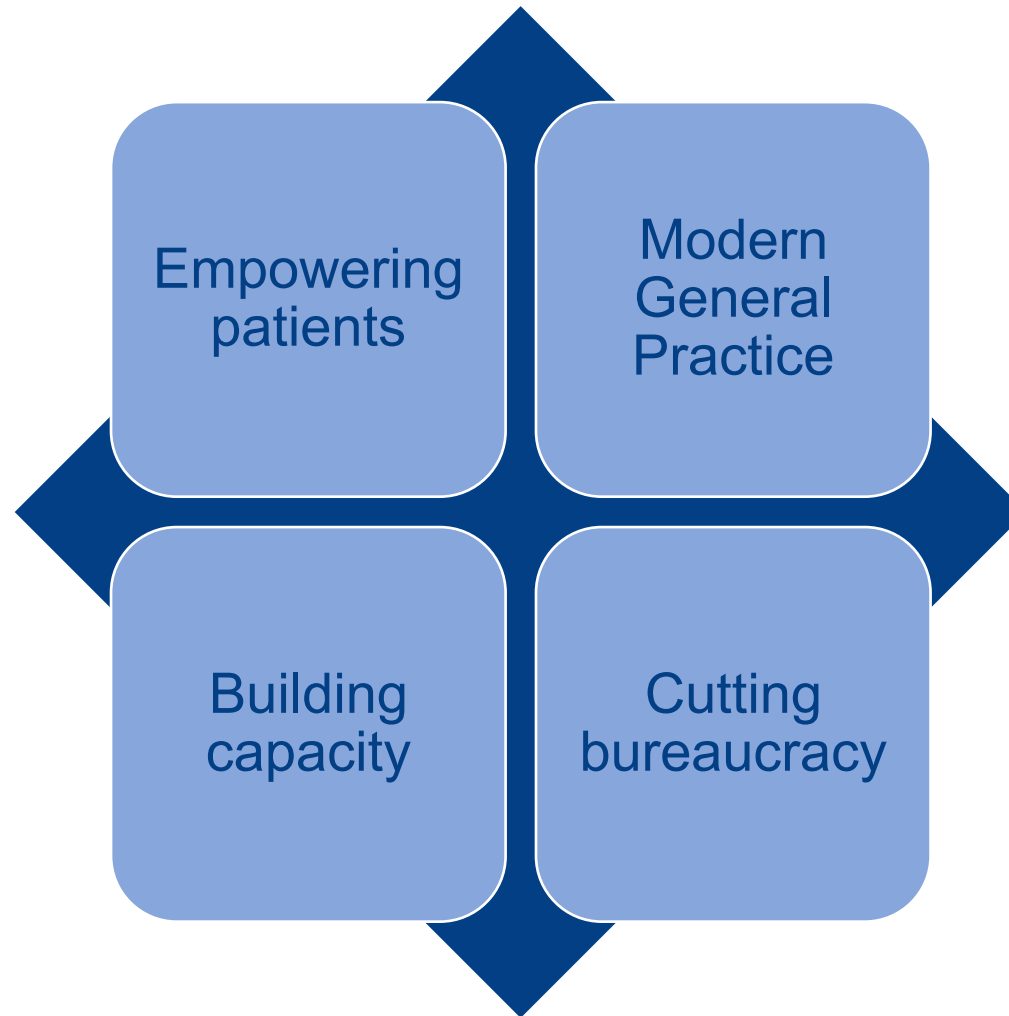
47.6% of appointments took place on the day of request, compared to 52.8% across BOB, 53.2% in Berkshire West as a whole and 50.2% nationally.



Follow-up actions

- Appointment data is triangulated with GP Patient Survey data, Friends and Family data and soft intelligence and interplay between face-to-face access, two week booking and same day appointment availability is assessed, also considering wider pressures and staffing capacity.
- Where GP Patient Survey results are low or have declined significantly, further review of the relevant PCN Capacity and Access Improvement Plan (see below) is underway to ensure actions will improve position.
- ICB is also targetting discussions with identified practices – practices identified as outliers across multiple measures are being prioritised for follow-up through the ICB's contract review visit cycle.
- All practices are encouraged to engage in peer review of access arrangements and sharing of best practice through their PCNs.
- ICB is rolling out tools to support practices to monitor demand and adjust capacity accordingly.
- ICB is working to support all practices to improve infrastructure and processes through Primary Care Recovery Plan and associated workstreams

Access Recovery Plan: [Delivery plan for recovering access to primary care \(england.nhs.uk\)](https://www.england.nhs.uk/access-recovery-plan/)



Empowering patients through new ways of accessing care

Expanding use of NHS App

- 59% of patients currently have the NHS App (Berkshire West)
- Working with practices to link it to practice clinical systems for appointments, prescriptions and messaging

Self-referral pathways

- Arrangements being put in place for patients to self-refer for services such as physiotherapy, podiatry, weight management and audiology without needing to see a GP

Extended role for community pharmacy

- 118 patients referred to community pharmacy for minor illness in West Berkshire in April/May – potential to increase
- 97% community pharmacies signed up to provide blood pressure checks – 14K provided in 2022/23 (BOB figures)
- National consultation planned on allowing pharmacies to supply a range of medication for which a prescription is currently required

Supporting patients to self-monitor long-term conditions – e.g. blood pressure, blood glucose

‘Modern General Practice’

Advanced telephony and online access

- Digital telephony allows improved call management, call-back options and shared call handling if required. In place in 10 West Berkshire practices, 3 more to follow.
- Online contact option in place in all but two practices in West Berkshire

Care navigation training to support triage/signposting

- Practices training receptionists and other staff to take on care navigation, building on previous projects in West Berkshire

Training package for practices and funding for additional capacity to support change process

- Practices engaging with national General Practice Improvement Programme training offers supporting them to review modes of access and better match staffing and capacity to demand

ICB has agreed a Capacity and Access Improvement Plan with each PCN focussing on patient experience, telephony/online access and appointment recording. Examples of actions include:

Working with Patient Participation Groups to increase survey response rates and act on results

Peer review of online consultations and use of digital telephony functionality

Review of triage pathways and segmentation of patients to ensure targeted response

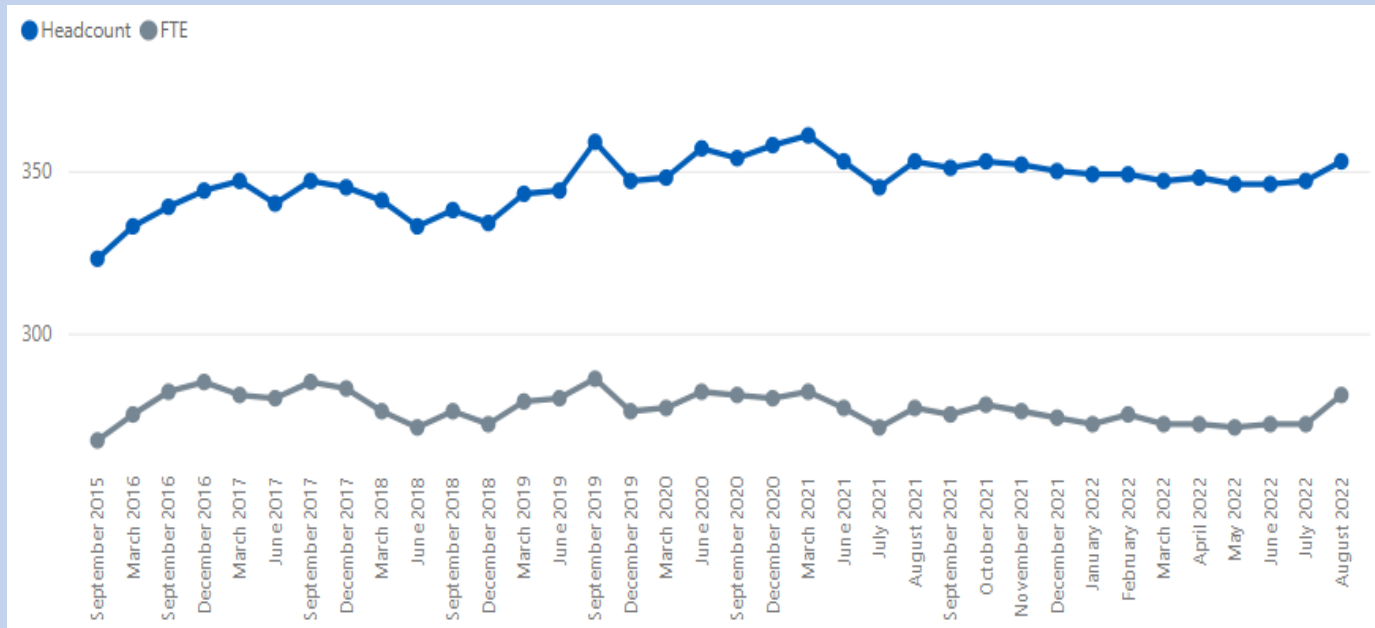
Increasing level of bookable appointments and reviewing demand at different times

Care co-ordinators used to support pre-appointment checks for long-term conditions

Increasing referrals to community pharmacy

Building capacity

Recruit and retain more GPs and other staff – linking to wider NHS Workforce Plan



GP Whole-time equivalent and Headcount (Berkshire West figures)

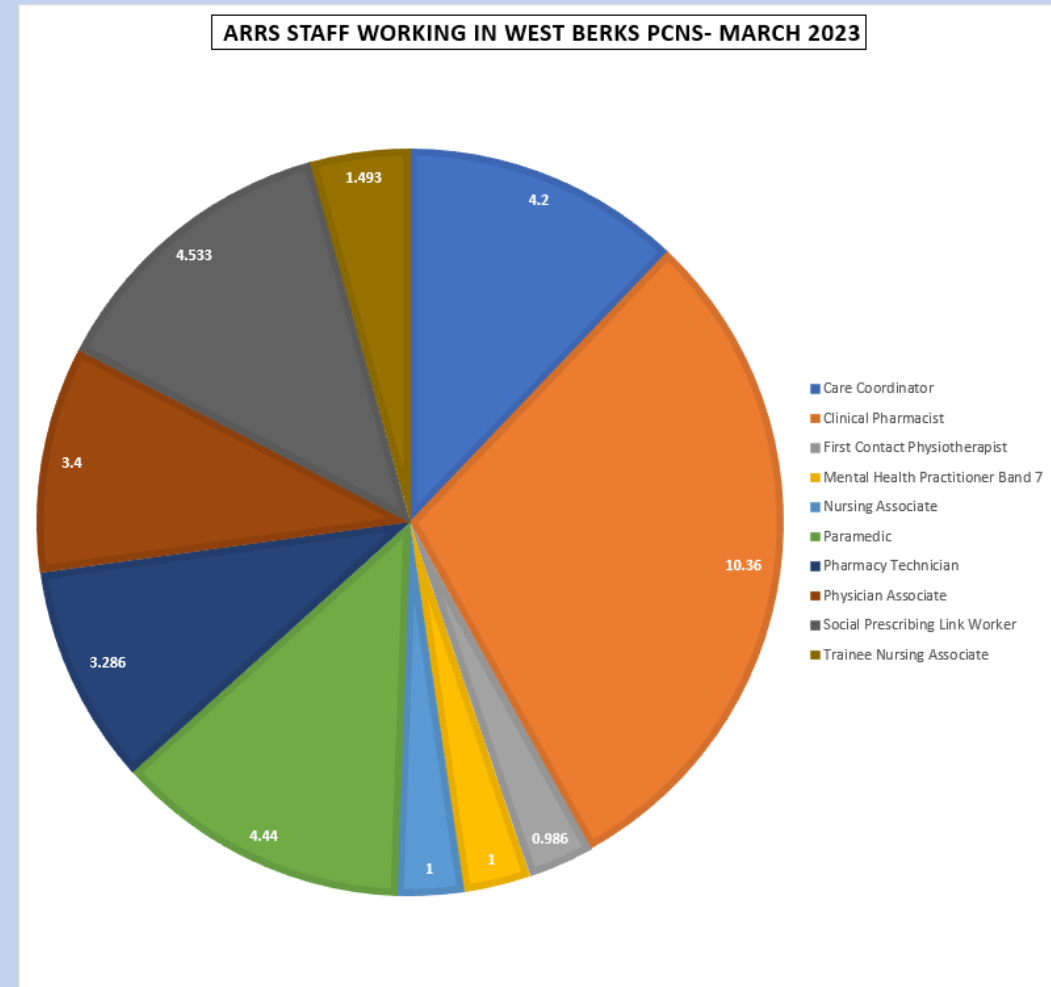
	GPs	Nurses	Other clinical staff	Admin
West Berks (av)	51	22	27	128
BW	40	19	29	110
UK	43	27	26	119

Whole-time equivalent per 100,000 patients

Continued commitment to funding Additional Roles Reimbursement Scheme staff in PCNs – this national scheme provides funding for PCNs to diversify their workforce by appointing staff to roles not traditionally part of primary care to work across a number of practices.

£1.85m budget fully utilised by West Berkshire PCNs in 2022/23 employing 39 staff.

2023/24 budget increased to £2.54m – forecast full utilisation.



Reducing bureaucracy

Improving interface between primary care and other services:

- Arrangements for non-urgent communications reviewed and updated
- Primary care meets with other services in Clinical Interface Group to review pathways and bottlenecks

Reducing administrative workload for practices:

- Improvements to fit notes and discharge letters to reduce workload for GP practices
- Implementing new arrangements for health certification e.g. social housing applications, jury service exemptions

Simplifying reporting:

- PCNs now working to smaller set of performance indicators

Other elements of Access Recovery Plan

ICBs required to produce Access Improvement Plan and report to public board in Autumn and Spring to include:

- Summary of actions practices/PCNs have committed to
- Progress report on reducing bureaucracy to manage pressures on primary care

National communications campaign – to be supplemented with local communications messaging for winter and beyond around how and when to access general practice and videos on new roles. ICB is also working to support Healthwatch patient engagement project focussing on access to primary care.

Intended changes to planning policy to ensure primary care infrastructure needs taken into account and are part of Infrastructure Levy arrangements.

- ICB responded to Local Plan review and is liaising with planning team around Section 106 contributions from developers.
- Regular meetings in place with planning leads.

How primary care works with other services

- **Proactive care and multidisciplinary teams** – continuing to engage with Locality Integration Board to further develop approach proactive (anticipatory) care
- **Diagnostics** – ICB programme aims to increase GP direct referrals for both imaging and physiological tests. Spirometry and phlebotomy pathways current focus.
- **New secondary care pathways** – working with trusts on joint pathways including enhanced community provision e.g. dermatology, paediatrics
- **Prevention and inequalities** – PCNs engaged in projects to deliver health checks through outreach model based in community venues, targeted to those affected by health inequalities.

Questions and discussion