

Primary Care Update

West Berkshire Health Scrutiny Committee
10th December 2024

Introduction

- Access to primary care in West Berkshire
- Patient experience of access to primary care in West Berkshire
- Integrated Neighbourhood Teams
- Workforce

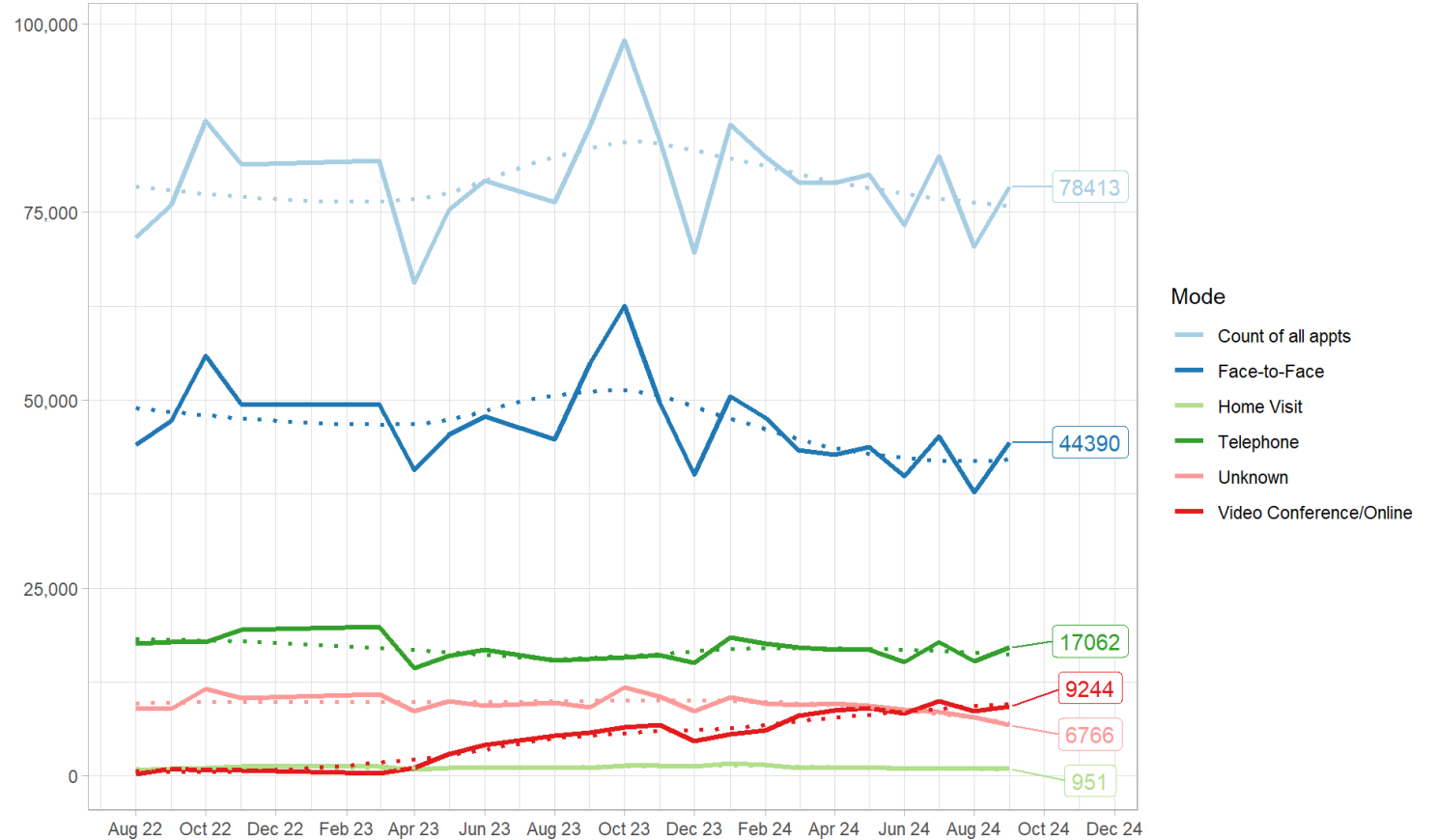
GP Providers

- 13 practices operating in West Berkshire
- 4 Primary Care Networks (PCNs)

GP Practice Appointments by Types

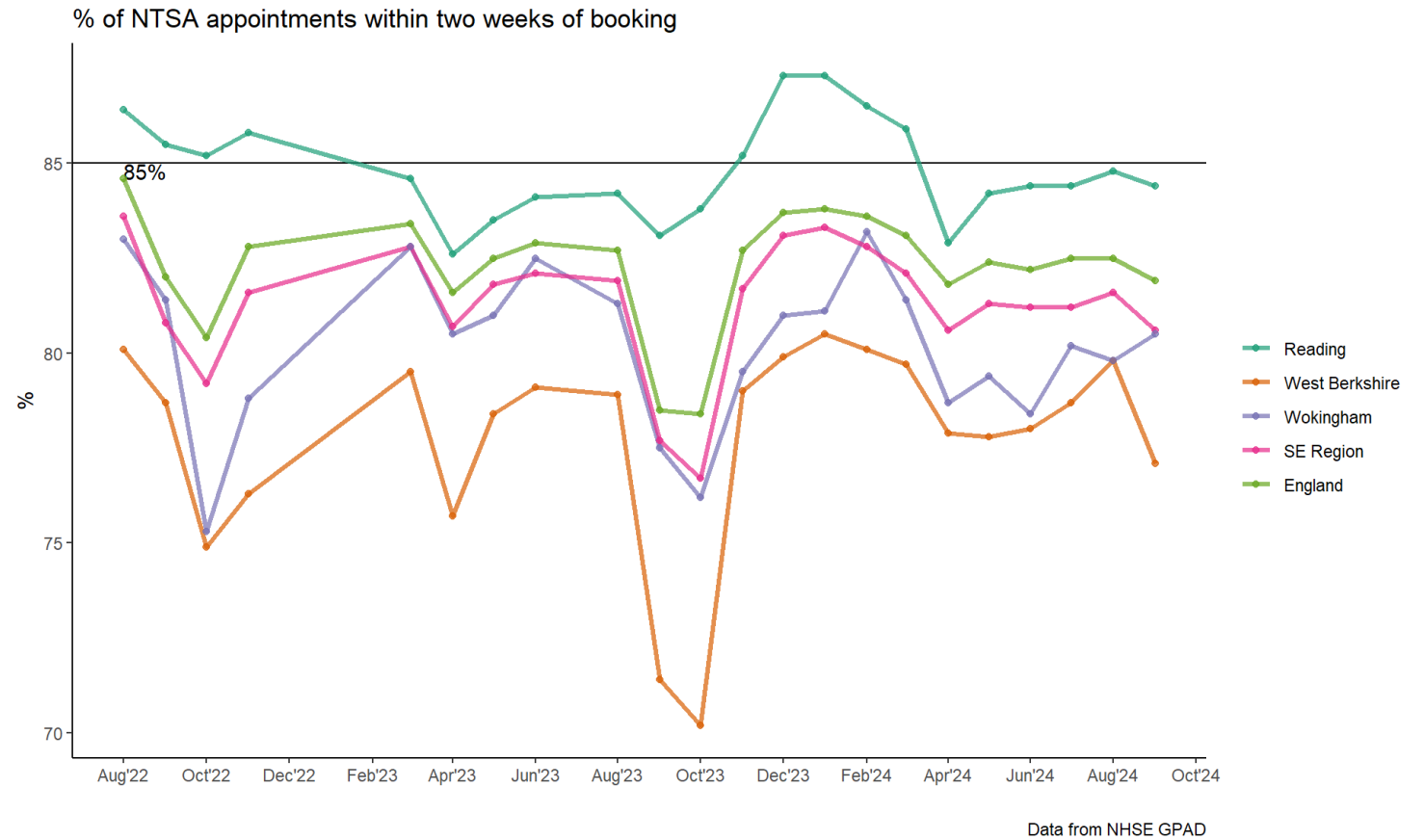
The trend in appointments in West Berkshire shows seasonal variation.

57% of appointments were face-to-face in Sept24 compared to 65% nationally, 61.3% across BOB and 62.1% in Berkshire West as a whole.



Time between booking and appointment (within 2 weeks)

- 77.1% of appointments took place within 2 weeks of request in Sept24. This compares to 82.4% across BOB, 81% in Berkshire West and 81.9% nationally.
- 43% of appointments took place on the day of request, compared to 43.3% across BOB, 43% in Berkshire West as a whole and 43.2% nationally.



Access to primary care – Patient Experience

GP Patient Survey (July 2024)

- 53% of survey responders rated BOB GP Practice's ***ease of getting though on the telephone*** as easy, above the national rate of 50%
- West Berkshire practices satisfaction rates for telephone access ranged from 44.57% - 89.41%
- 67% of survey responders rated ***how long they waited for their appointment was about right***, above the national rate of 66%.
- West Berkshire practices satisfaction rates for appointment waiting time ranged from 49.69% - 84.37%

Friends and Family Test – as at Sept24, 94% of patients reported positive experience (across 10 West Berkshire practices). BOB ICB reports 93%.

Access to primary care – Patient Experience 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, triangulation of other known data (with a focus on the bottom 10 BOB practices) is undertaken in accordance with the Primary Care Quality Framework and practice visits arranged as appropriate.
- 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

INT development in West Berkshire

Current Stage

INT development in West Berkshire is in the mapping phase, with active planning underway for further progress in 2025/26.

Engagement with GPs

Our approach includes collaborating with local GPs to understand their vision for INT development. Previous efforts have involved GPs working closely with community nursing teams to address the needs of complex patients, providing a foundation for future integration.

Next Steps

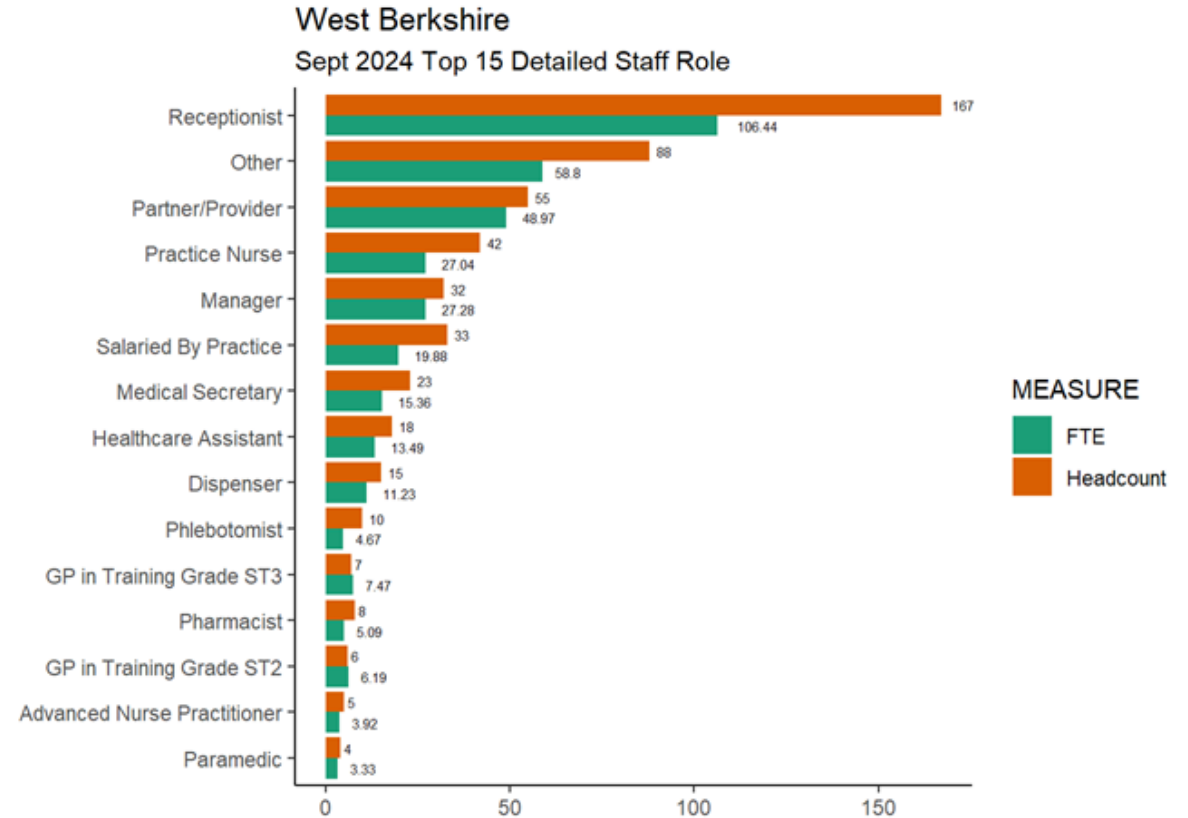
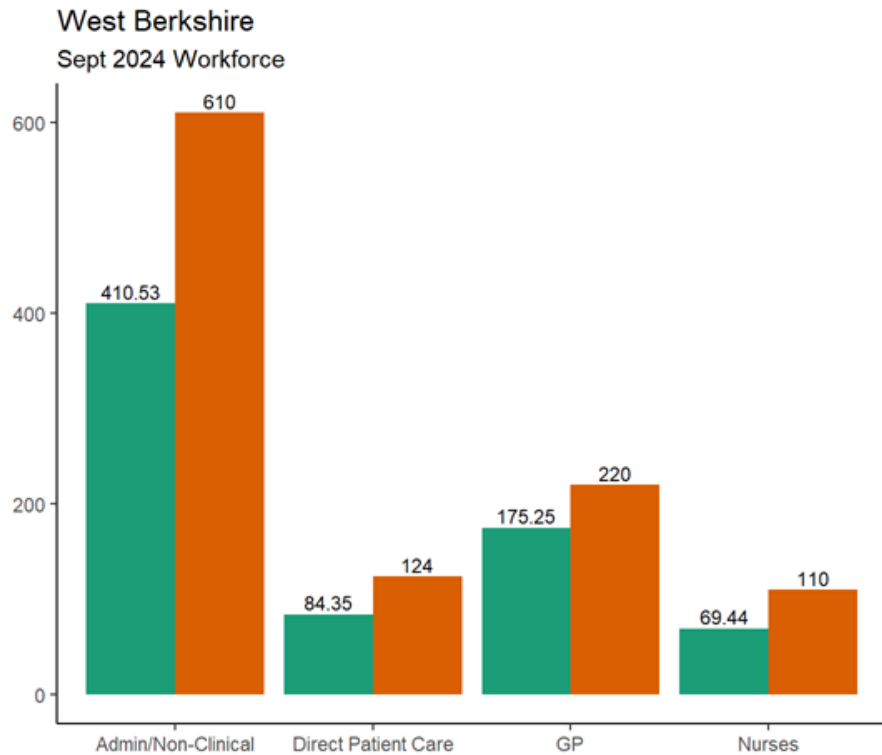
We will be reaching out to other system partners to explore and discuss examples of successful integrated working. These insights will help identify models that can be adapted and further developed into effective INTs.

Focus for 2025/26

The coming year will prioritise stakeholder engagement, shared vision-building, and developing actionable steps to establish INTs that deliver tangible benefits for patients and providers.

Primary Care Workforce

The following tables set out West Berkshire Workforce position as at Sept24:



Primary Care Workforce cont.

- Practices in Berkshire West average 1,862 patients per GP. According to BMA research the average figure nationally is 2,294 patients per GP.
- There is good utilisation of ARRS funding across Berkshire West with the majority of PCNs expected to fully utilise their funding.
- Frequently Asked Questions regarding the introduction of general medical practitioners funding via ARRS have been produced. The aim is to support PCNs to maximise this spending to support pressures and ensure that newly qualified GPs can find substantive employment.
- Utilisation of the Flexible Pool continues to be the highest in the South-East. The pool has been expanded to include practice nurses. 42 practices in Berkshire West are registered with the service.
- 19 fellows are engaged in the new to General Practice Fellowship Programme. The programme supports newly qualified GPs to transition from training into salaried roles within general practice.
- Seven GP retainers are employed in Berkshire West practices. The purpose of the GP Retainer programme is to support GPs, who would otherwise left, remain in primary care.