

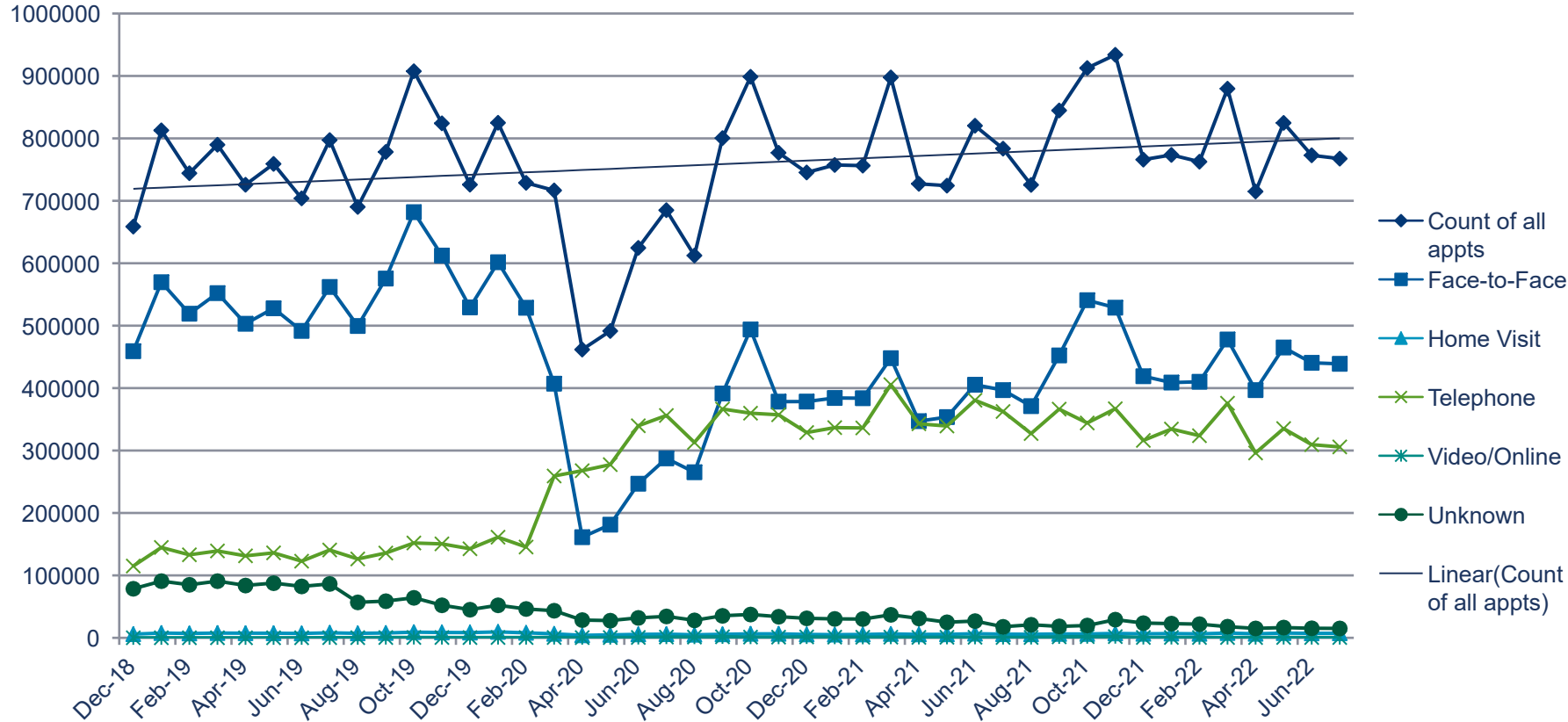
Update on access to GP services in Reading

October 2022

- Demand for primary care services remains high across Berkshire West with an average of 806,560 contacts per month over the last year compared to 771,582 in 2019. At the same time ED attendances by patients with a minor illness requiring minimal or no investigation or treatment have been increasing much faster than other attendances and Westcall are reporting an 11-13% increase in activity compared to last year. Patient satisfaction as reported by the National Patient Survey has declined in line with national trends.
- Following changes to access arrangements during the Covid-19 pandemic and in response to the findings of a Healthwatch Reading report on telephone access, an access improvement plan was put in place last year overseen by the Urgent and Emergency Care Programme Board. Actions from this plan are now feeding into the same day access workstream within the wider UEC strategy.
- This paper aims to provide an update on the current position and progress on the improvement plan and to brief members on plans to build capacity and sustain services over the Winter period.

Current position

NHS Digital appointments data for Berkshire West to July 2022



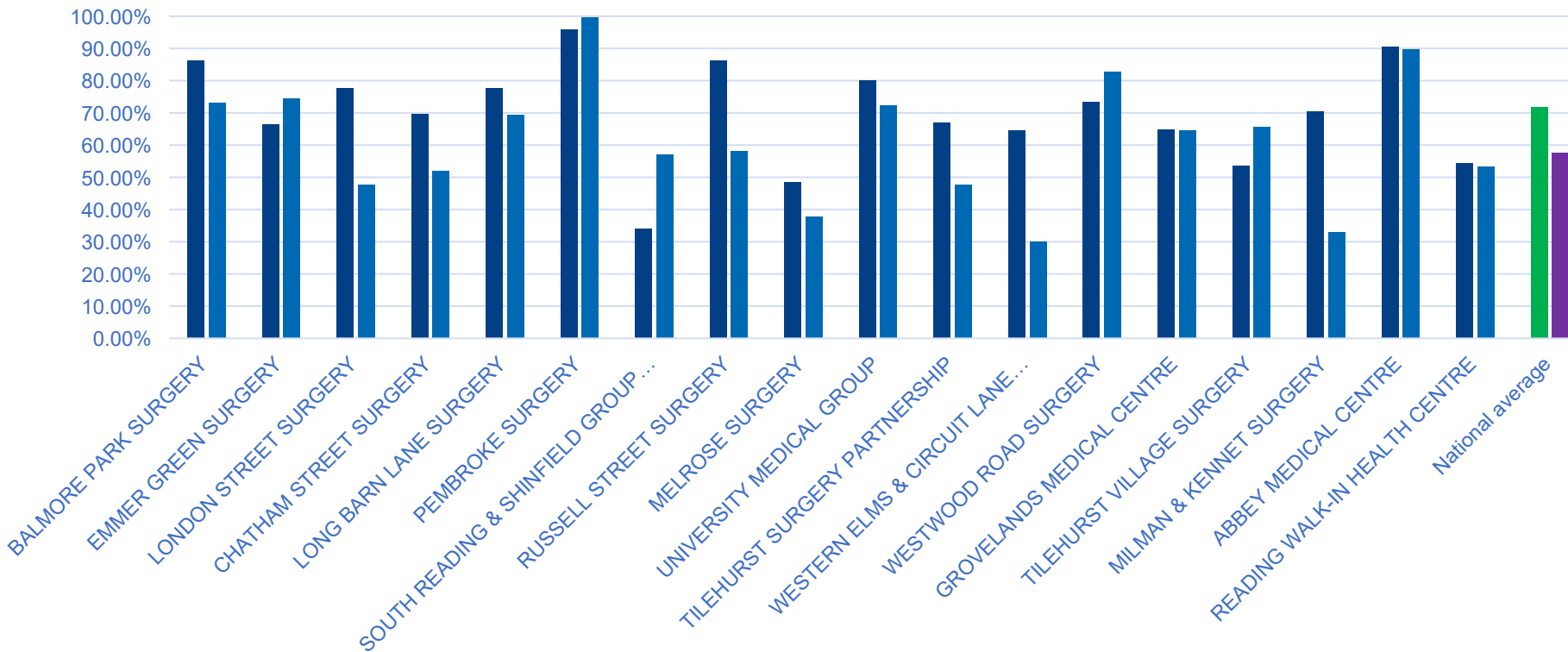
NHS Digital data shows overall increase in activity (note early data may be incomplete).

58% appointments currently provided face-to-face compared to 73% immediately prior to pandemic.

Average 412 contacts per 1000 registered patients per month over last year (national figure for July 2022 is 420)

Note data remains experimental and is only provided at a Berkshire West level. We are also working directly with practices to understand activity as reported by Connected Care.

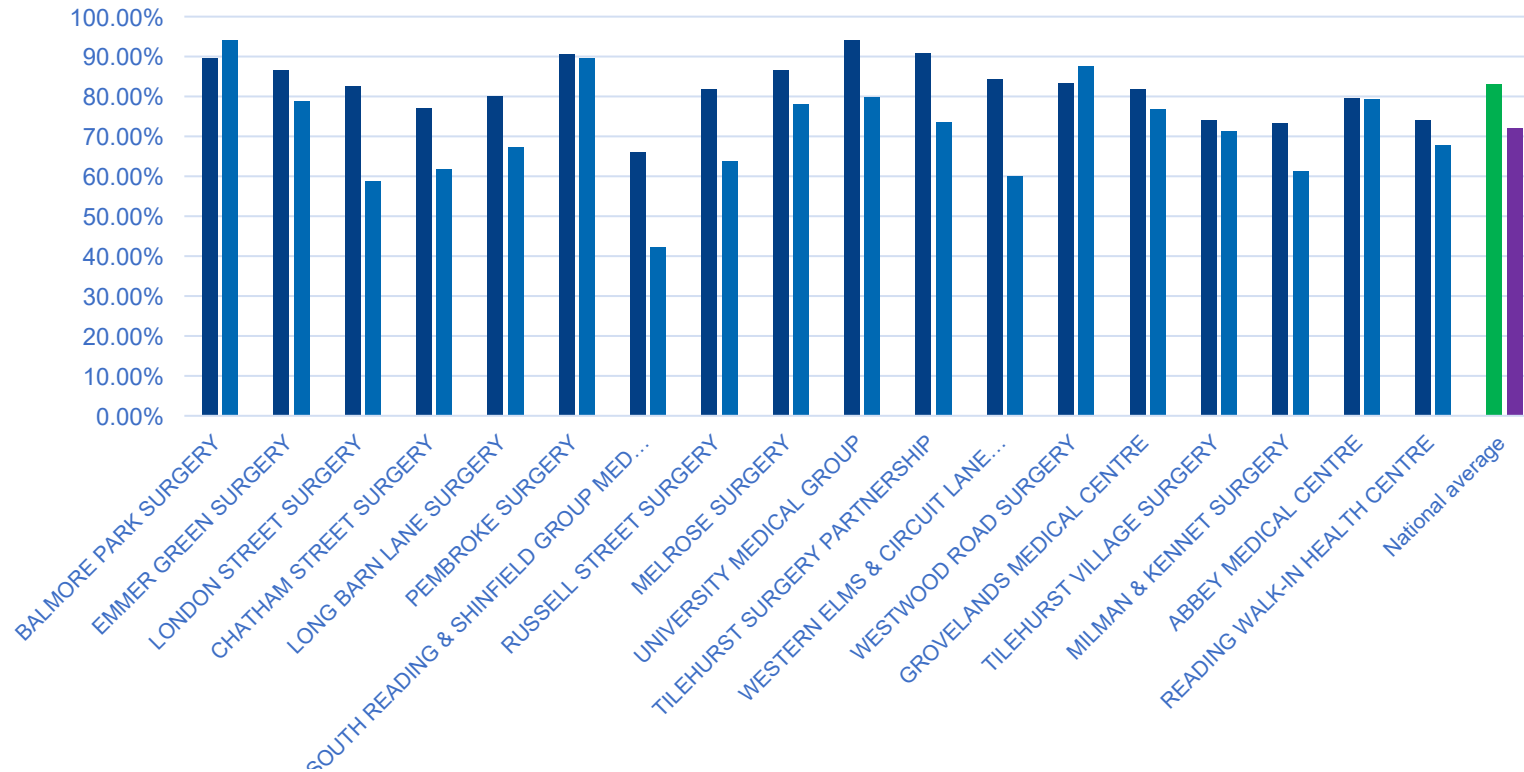
% reporting 'very easy' or 'fairly easy' to get through on telephone 2019 and 2022



GP Patient Survey data for 2022 shows as decline in satisfaction with telephone access for most practices, mirroring national trend.

Outlying practices being followed up, including by sharing best practices from higher achieving practices.

% reporting overall experience of practice 'good' or 'very good' in 2019 and 2022



GP Patient Survey data for 2022 also shows as decline in overall satisfaction, again mirroring national trend. Follow-up discussions underway.

GP Registered Population

Region Select

South East ▾

The table below details the April 2022 GP registered population/FTE for Staff Group in each ICS alongside the South East and England data for comparison. Many GPs view this metric as a comparator of workload.

Source: NHS Digital April 2022

	Population	GP		Nurses		Direct Patient Care		Admin/Non-Clinical	
		FTE	Pop/FTE	FTE	Pop/FTE	FTE	Pop/FTE	FTE	Pop/FTE
England	61,636,921	35,855	1,719	16,641	3,704	15,342	4,017	72,727	848

	Population	GP		Nurses		Direct Patient Care		Admin/Non-Clinical	
		FTE	Pop/FTE	FTE	Pop/FTE	FTE	Pop/FTE	FTE	Pop/FTE
Buckinghamshire, Oxfordshire and Berkshire West	1,943,210	1,089	1,785	428	4,540	555	3,498	2,088	930
Frimley	812,332	419	1,940	174	4,670	146	5,563	854	951
Hampshire and the Isle of Wight	1,920,990	1,009	1,903	568	3,383	456	4,212	2,311	831
Kent and Medway	1,966,305	889	2,212	515	3,815	559	3,519	2,369	830
Surrey Heartlands Health and Care Partnership	1,125,028	611	1,842	216	5,197	180	6,242	1,149	979
Sussex	1,820,394	921	1,977	489	3,723	532	3,423	2,224	819
Region Total	9,588,259	4,937	1,942	2,391	4,011	2,429	3,948	10,995	872

The table below shows that the BOB ICB area compares favourably with other systems in the South East region in terms of GPs per head of population. There will however be significant variation between practices in part due to some now having a more diverse workforce e.g. including clinical pharmacists, paramedics etc.

We also compare favourably (bettered only by Sussex) in terms of DPC staff per patient, which is an indicator of successful use of the ARRS funding available to Primary Care Networks.

GP Headcount and FTE in Berkshire West



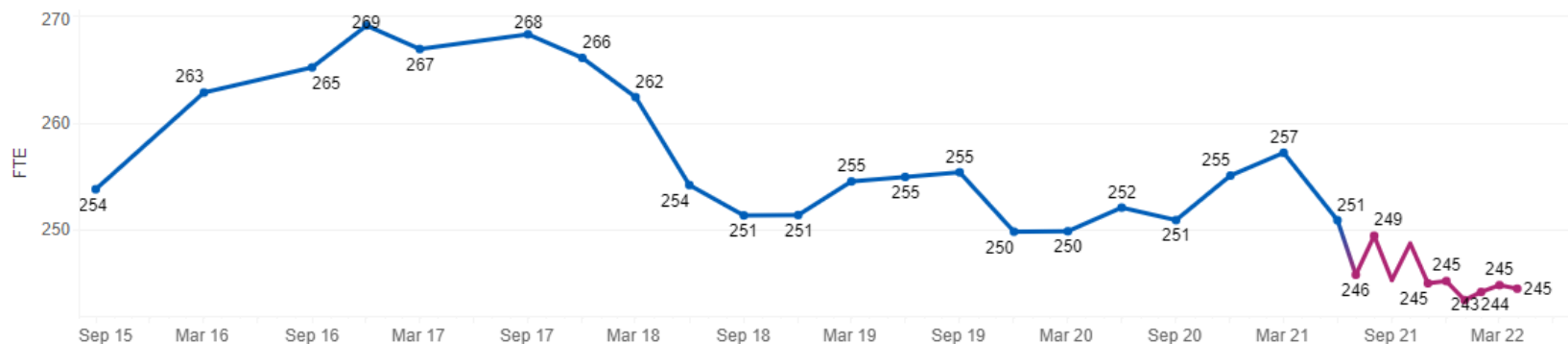
Staff Group Trend Age Profiles by Age/Job Role Participation Rate Summary of Primary Care (table) Regional Slide Cover Regional User guide Regional insights Staff C

GP Workforce Dashboard Staff Group Trend

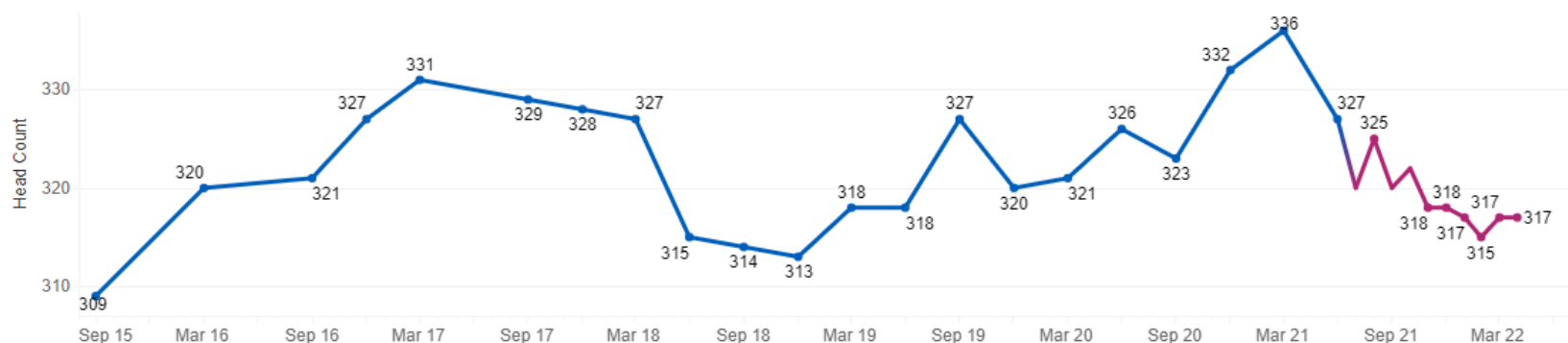
NHS
Health Education England

Region Name: South East ICS Name: Buckinghamshire, Oxfordshire and B... CCG Name: NHS Berkshire West CCG Staff Group: GP (excl Registrars) Staff Role: (All)

FTE - GP (excl Registrars) - All - April 2022



Headcount - GP (excl Registrars) - All - April 2022



These graphs show that the number of qualified GPs working across BW (both headcount and FTE) has been broadly stable since September 2021.

GP retention and recruitment schemes such as

- New to GP Fellowships
- Mid career GP Fellowships
- GP Careers Advice Service
- GP Wellbeing Mentoring service
- Supporting Mentors Scheme
- Locum Chambers

have been supporting recruitment and retention of GPs

Data including all ARRS roles

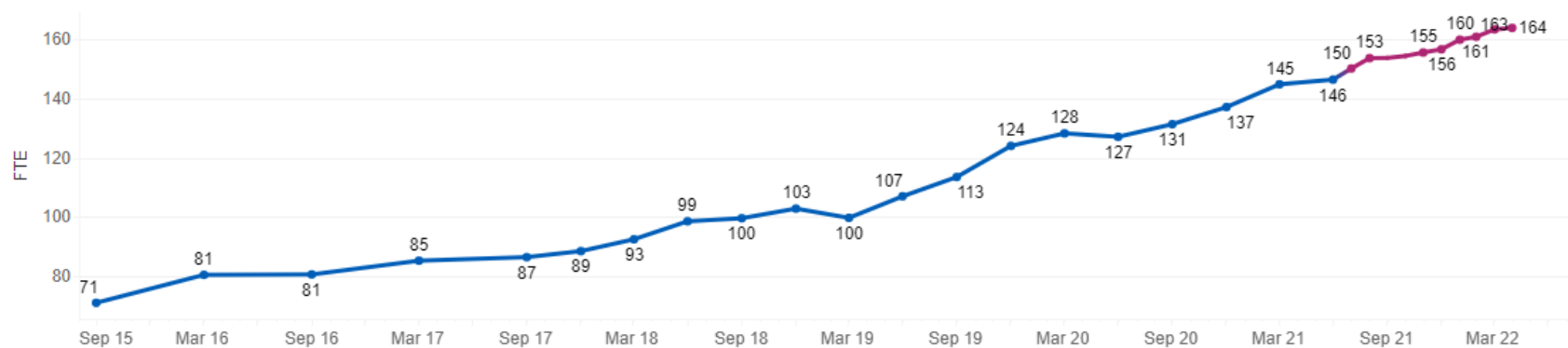


GP Workforce Dashboard Staff Group Trend

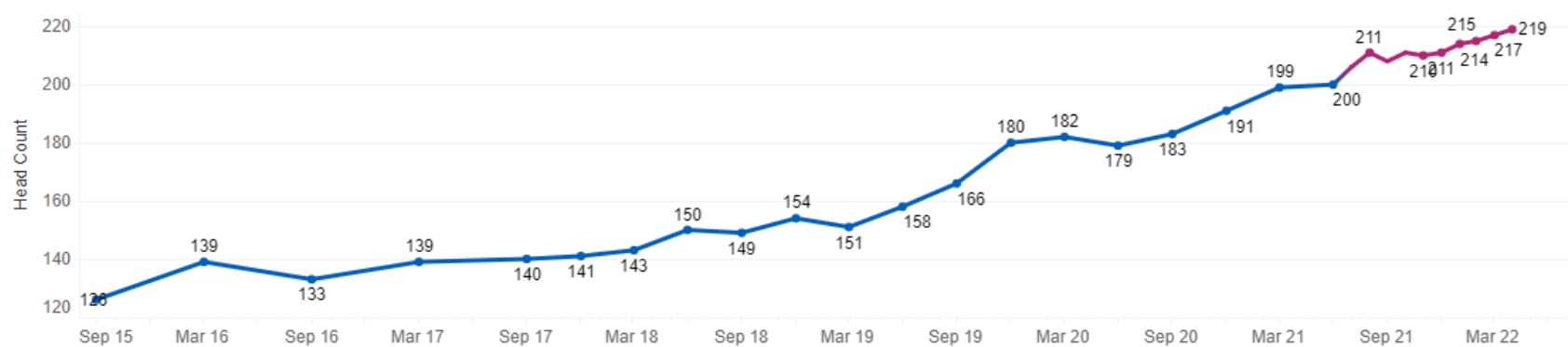
NHS
Health Education England

Region Name:
 ICS Name:
 CCG Name:
 Staff Group:
 Staff Role:
[Clear All](#)

FTE - Direct Patient Care - All - April 2022



Headcount - Direct Patient Care - All - April 2022



Change in colour denotes move from quarterly to monthly publications by NHS Digital
Please note that selecting all Staff Group options will result in an incomplete time series due to NHS Digital limiting historic publications for some Staff Groups before September 2017

This graph provides an illustration of the success that the PCNs have had in recruiting staff through the ARRS scheme, which went live in March 2019.

At March 2022 there were 50.99 WTE ARRS staff in Reading with plans to recruit a further 16.9 WTE this year. Approximately 30% ARRS staff are clinical pharmacists, 13% are physicians associates and 12% are social prescribers and paramedics. Next largest groups are care co-ordinators and pharmacy technicians.

Key workstreams

Access Improvement Plan – progress to date

- Completed phone message recommendations and audit, including callback options
- Implemented NHS 111 call handler booking
- Worked with practices to reinstate online appointment booking
- Predictive modelling piloted but agreed to continue through Connected Care
- Implemented 'Everyone Welcome' campaign to increase GP registrations
- Worked with practices to build referrals to Community Pharmacy Consultation Service
- All practices supported to provide online consultation offer as alternative to telephone access
- PCNs engaged in 2021/22 Winter Communications campaign
- Advanced telephony project underway offering improved call handling and reporting functionality
- Practices supported to access national training programmes on managing demand/capacity and support/training offered to reception staff

Additional capacity



- From November – June, 135-250 additional appointments were been commissioned per day across Berkshire West practices (higher level in Winter) of which 50% face-to-face.
- The 2021-22 Winter Access Fund for primary care was also used to pilot two overflow hubs in Reading between September and June providing up to 29 appointments per day of which at least 16 were face-to-face with arrangements for referrals from ED.
- Consideration is being given to any additional capacity requirement for this Winter however no funding has yet been received for this purpose.

- Building on above pilot, ICB has decided to commission an Urgent Care Centre for minor illness to run for 18 months from October 2022.
- Key elements:
 - Based in Central Reading, open 8am-8pm, 7 days a week
 - GP-led but staffed by multidisciplinary team
 - Capacity to see up to 100 patients per day: 50 walk-ins, 50 referred from ED or primary care
 - Aims to reduce unnecessary ED attendances and support primary by providing overflow
 - Full access to patient record enabling completion of episodes of care
- Previous walk-in service will remain suspended with future need assessed as part of evaluation of pilot and further consultation undertaken as appropriate. Intention is to re-procure registered list element over next six months.

Other current focus areas

- Ongoing monitoring of all access indicators (including reinstated Friends and Family Test) - feedback and follow-up as appropriate. Work with Healthwatch Reading and others to consider how can support intelligence gathering.
- Working with PCNs to use Connected Care data to understand demand and patient utilisation of other services to inform capacity planning. Exploring stratification of on-the-day demand.
- Further increase referrals to Community Pharmacy Consultation Service
- Complete advanced telephony roll-out – further 12 Reading practices due to go-live by end of financial year
- Contribute to 2022/23 Winter Communications campaign
- Implement revised delivery arrangements for Enhanced Access with interoperable IT solutions also having potential to support wider PCN resilience
- New registration campaign focusing on young males
- Build peer support approaches to improving access alongside promotion of national training programmes
- Digital literacy programme to support use of online access methods