

Clinicians commissioning healthcare
for the people of Northumberland



***Northumberland
Clinical Commissioning Group***

Access to general practice

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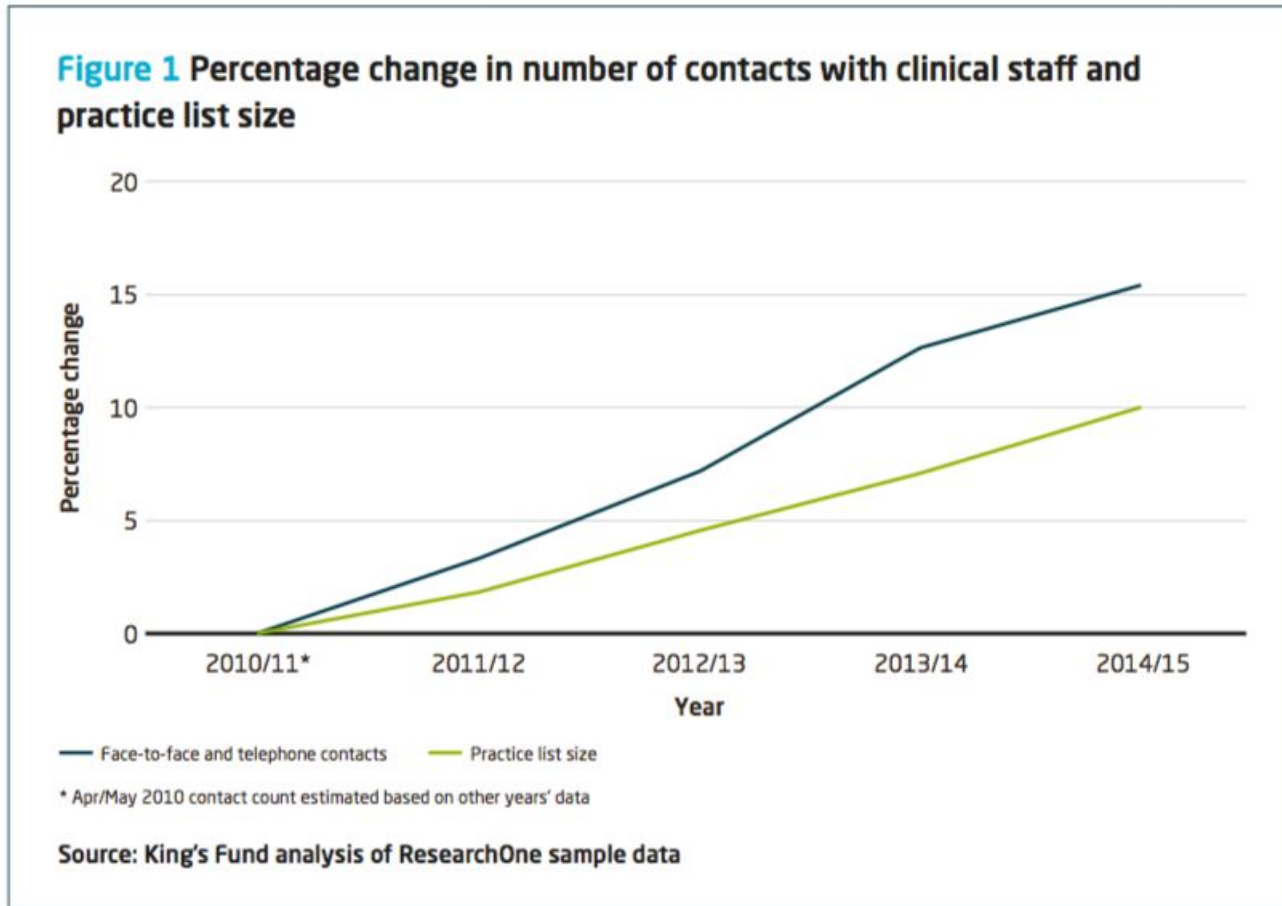


Access – National perspective

- No national routine reporting of GP activity
- No standardised UK dataset
- Nuffield Trust – outlined importance of better access
- Kinds Fund research (understanding pressures in general practice – May 2016)
 - Consultations increase more than 15% - 2010/2015
 - Face to face increase 13%
 - Telephone consultations 63%
 - Workforce growth GP 4.75%, practice nurse 2.85%



Access to general practice



Access models

- Standard model
- Nurse triage model
- Telephone consulting 1 (TC1)
- Telephone consulting 2 (TC2)
- Hybrid DoctorFirst
- DoctorFirst



Access to general practice

NORTH LOCALITY

Well Close MG
Union Brae MG
Cheviot MG
Glendale MG
Belford MG
Rothbury
Alnwick MG
Felton Surg
Coquet MG
Widdrington MG

CENTRAL LOCALITY

Wellway MG
Gas House Lane
Greystoke
Lintonville MG
Laburnum MG
Seaton Park
Guide Post MG
Bedlingtonshire
Gables MG

BLYTH VALLEY

Marine MG
Railway
Collingwood
Cramlington
Forum
Village
Eldson
Netherfield
Brockwell

WEST

Ponteland
White
Burn Brae
Sele
Humshaugh &
Wark
Prudhoe
Corbridge
Adderlane
Riversdale
Haydon Bridge &
Allendale
Haltwhistle
Bellingham
Scots Gap
Branch End



Access Models in Northumberland

North Locality

DoctorFirst – 5 practices
TC1 – 5 practices
TC2 – 1 practice

Central Locality

DoctorFirst – 2 practices
Hybrid DoctorFirst – 1 practice
TC1 – 6 practices

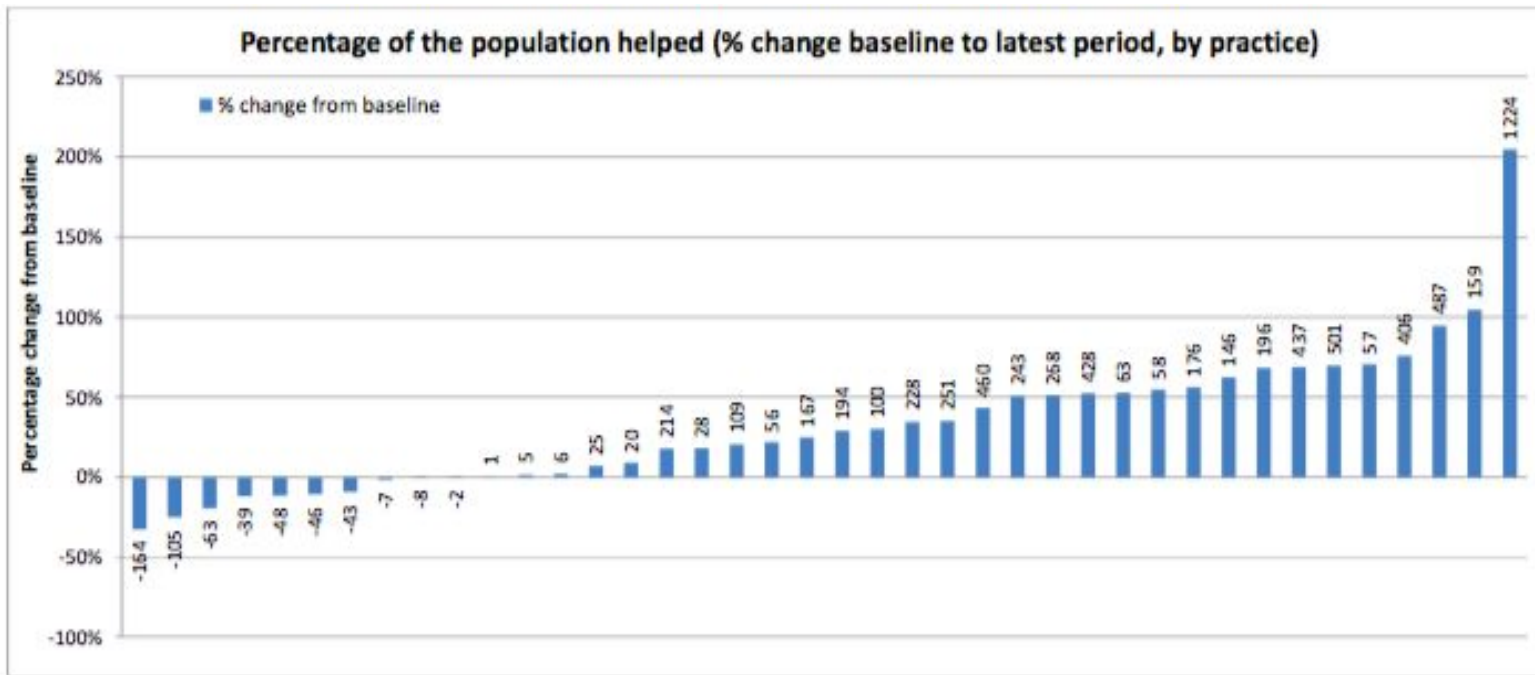
Blyth Valley Locality

DoctorFirst – 1 practice
TC1 – 8 practices

West Locality

TC1 – 13 practices

Access models



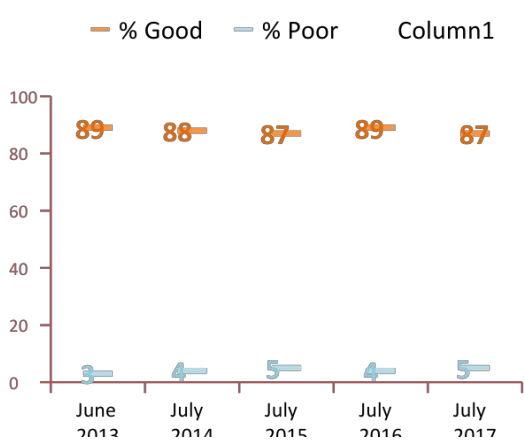
Those practices that have seen a greater increase in percentage of the population helped have TC1 access model or DoctorFirst

There appears to be some link to the practices with lower % pre-booked appointments and greater telephone access, however this isn't seen in all practices shown on the graph above

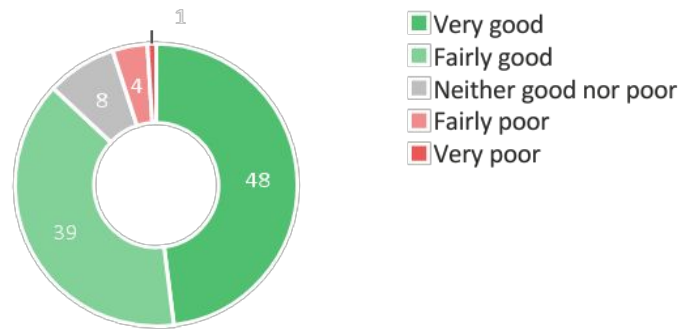
Overall experience of GP surgery - 2017

Q28. Overall, how would you describe your experience of your GP surgery?

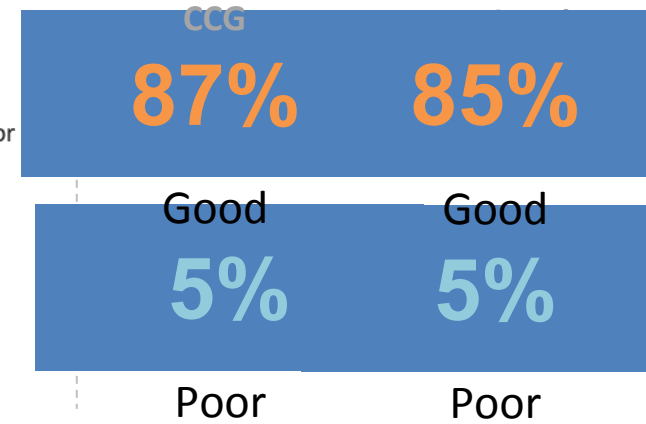
CCG's results over time



CCG's results

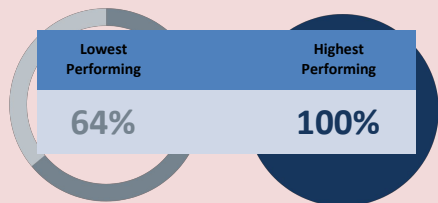


Comparison of results

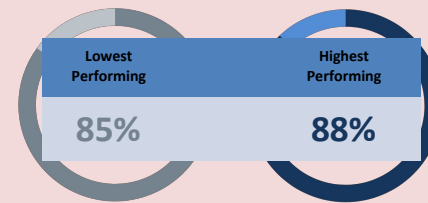


Calculation

Practice range in CCG – % Good



Local CCG range – % Good



Ipsos Calculation Object

Base: All those completing a questionnaire: National (794,704); CCG 2017 (5,202); CCG 2016 (4,997); CCG 2015 (5,147); CCG 2014 (5,366); CCG 2013 (5,817); Practice bases range from 94 to 175; CCG bases range from 1,190 to 6,847

%Good = %Very good + %Fairly good
 %Poor = %Very poor + %Fairly poor

Vanguard Access Survey

- Online patient survey
 - Satisfaction with ease of access to appointments – mean 6.6 out of 10
 - Main driver for dissatisfaction
 - Difficulty getting an appointment
 - Long waiting times
 - Speed of getting an appointment
 - Key themes for making it easier for patients to get an appointment
 - Friendly helpful staff
 - Being able to get an appointment that suits
 - Speed of getting an appointment



Next steps

- Work to date does not identify patterns
- Need further work at practice level
 - Patient engagement
 - What are the different factors in each practice
 - Times appointments are released
 - Practice specific processes
- Opportunity 2018/19 to continue this work



Any questions?

