



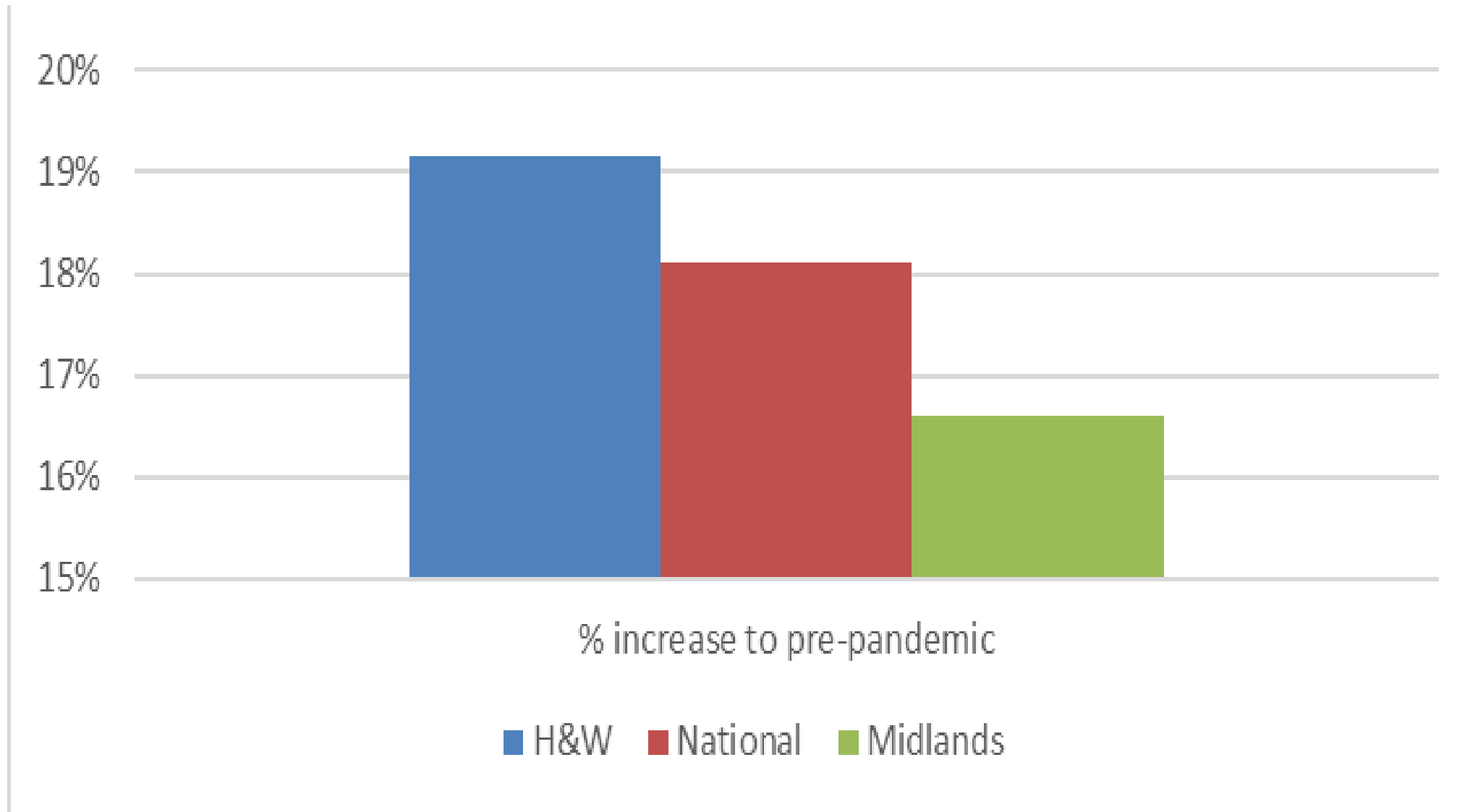
# Primary care access (summary)

19 February 2024

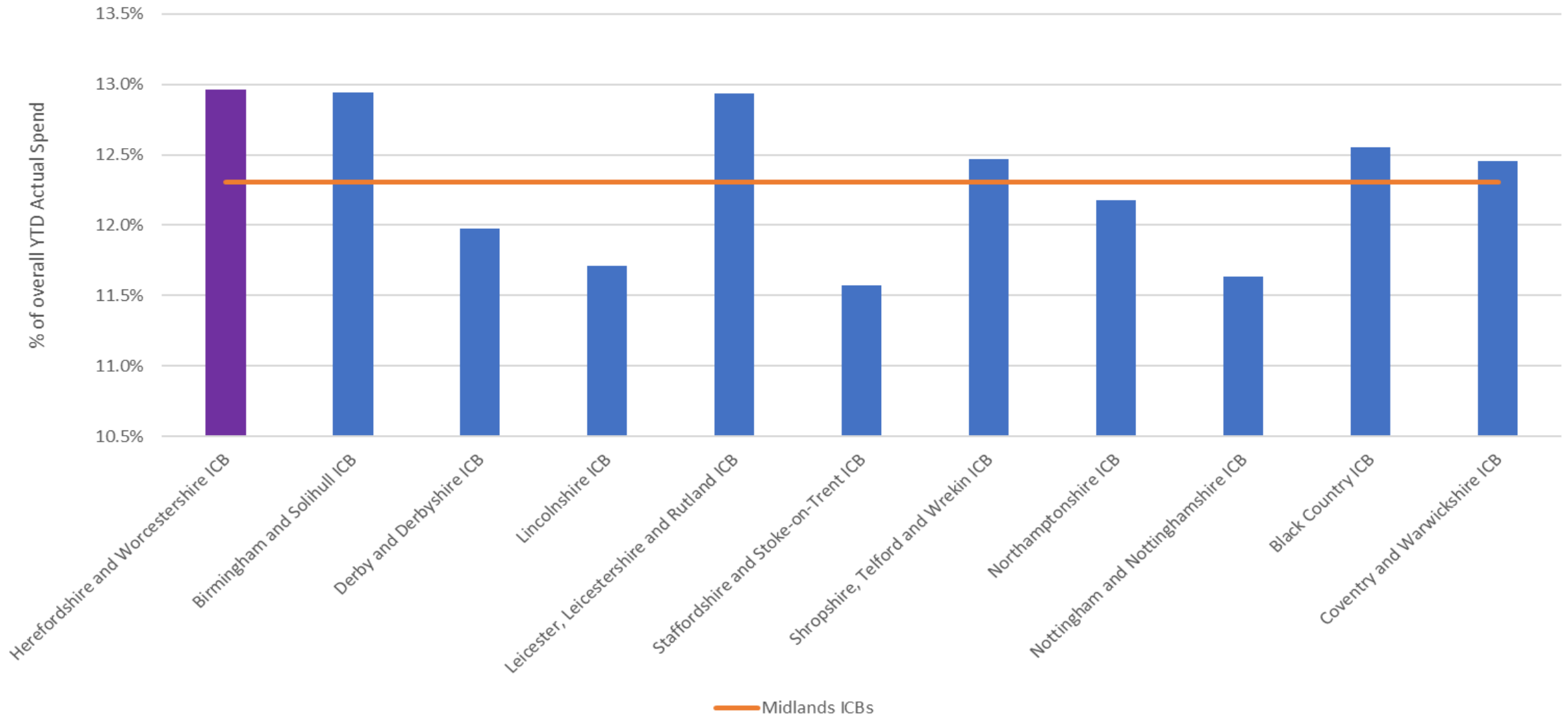
# Current context

- The way that patients access primary care has changed significantly since the COVID-19 pandemic
  - Ensuring access to high-quality primary care remains a high priority for the NHS
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- ↑ There are 19% more appointments available General Practice across Herefordshire and Worcestershire compared to pre-pandemic (see Figure 1)
  - ↑ Patient satisfaction rates indicate 6<sup>th</sup> highest levels of satisfaction across county (2023 National Patient Survey)
  - ↑ NHS Herefordshire and Worcestershire spends more on delegated primary care services (as % total ICB spend) than any Midlands ICB (see Figure 2)

**Figure 2. GP appointment numbers comparison to pre-pandemic levels**



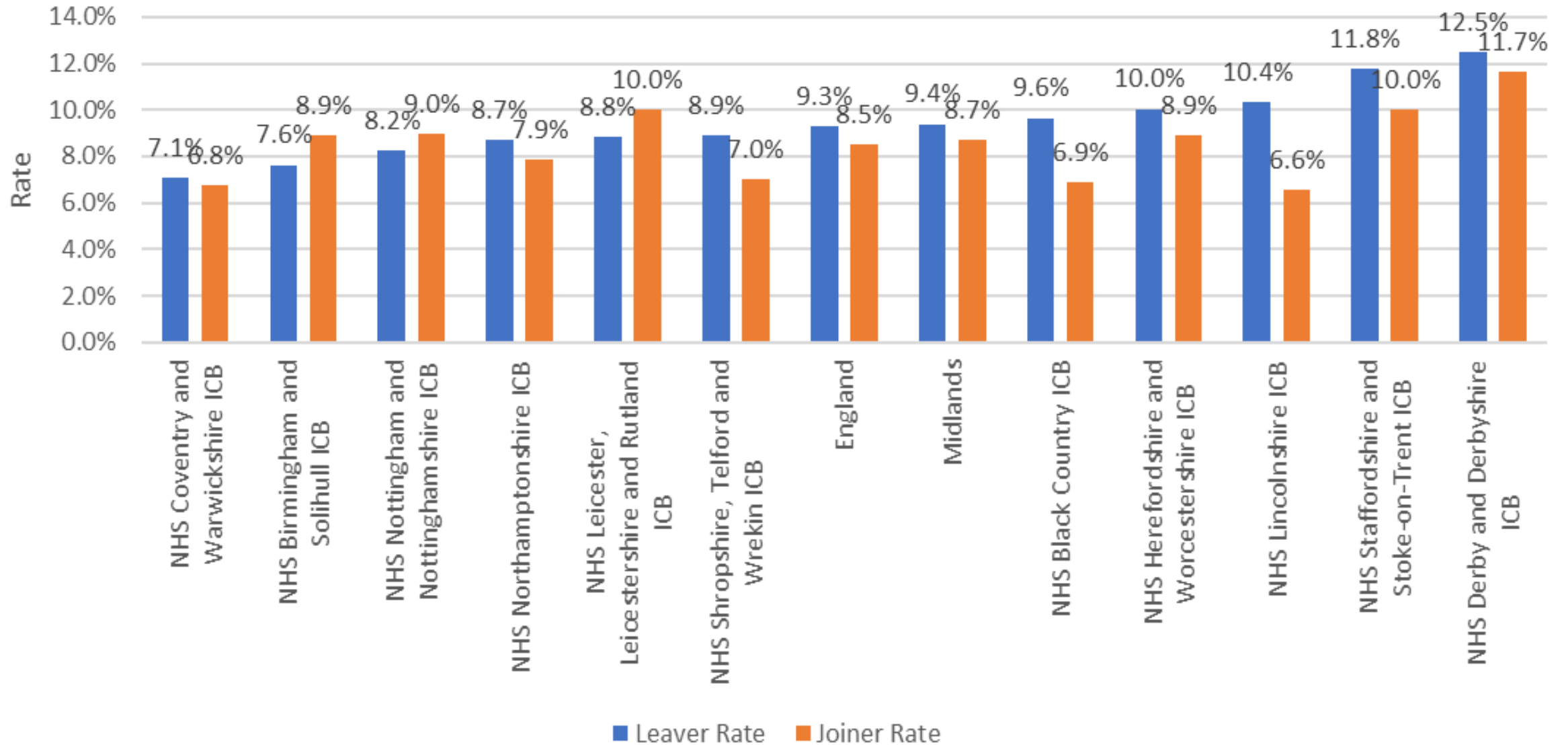
# Figure 2. Delegated services YTD spend as % of ICB total YTD spend



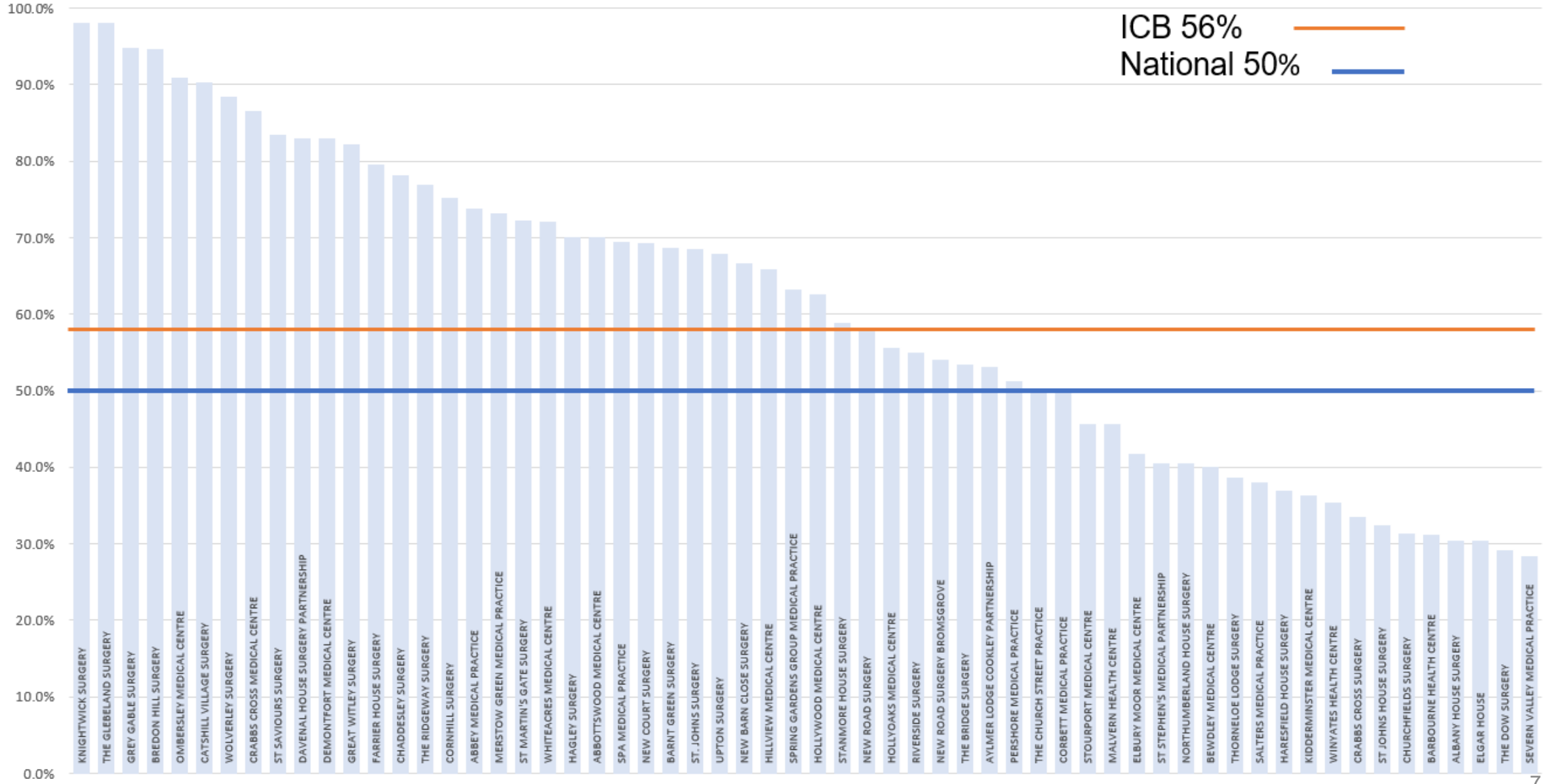
# There remain significant challenges

- ↓ Patient satisfaction rates are declining – satisfaction rates fell by 10% in 2022 across 85% of local GP practices, including ‘experience of making an appointment’
- ↓ Despite 19% more appointments it is clear that this is not enough to meet current levels of demand
- ↓ The GP workforce is shrinking - leaver rate 10%, joiner rate 8.9% (see Figure 3)
- ↓ There is significant variance in practice performance across Worcestershire (see Figure 4 and Figure 5) - managing this variation and improving practices with low levels of performance is a key priority for the ICB

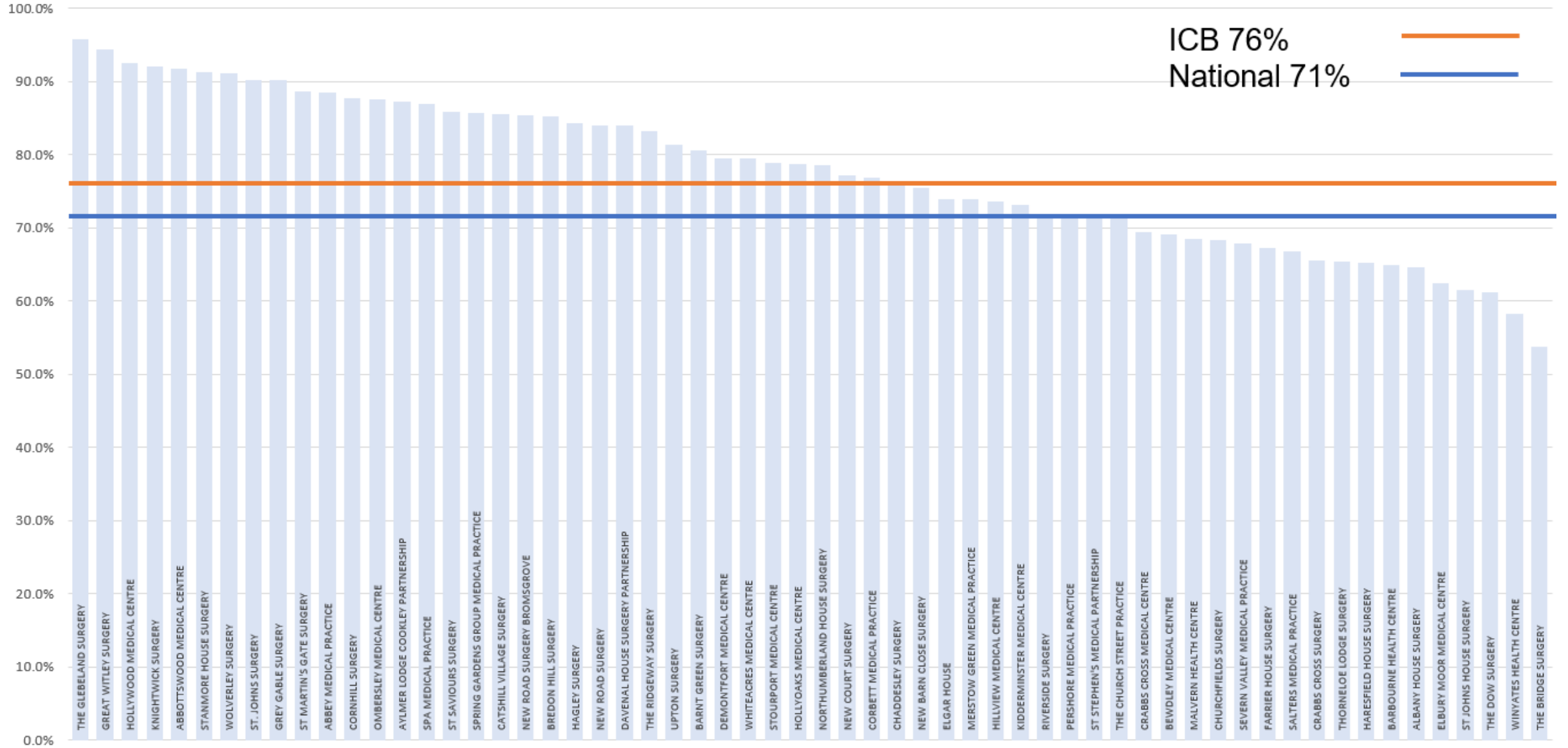
# Figure 3. Fully qualified permanent GPs – leavers and joiners (to June 2023)



# Figure 4. Ease of phone access



# Figure 5. Overall practice experience





# A new model of care is required

- The Primary Care Access Recovery Plan is a platform for scalable delivery
- Standardisation across general practice, ensuring that patients receive the right care, from the right person at the right time
- Focuses on streamlining access to care and advice, providing more proactive, personalised care from a multidisciplinary team of professionals and helping people stay well for longer.



# Modern General Practice Access Implementation – Delivery (2023/24)

## 100% on Cloud Based Telephony (CBT)

71 practices X-On, 8 other providers

### Features enabled

- 76% call-back
- 89% call routing
- 90% EMIS integration

## 54% patients (aged 13+) registered on NHS App

- 1,157 registrations per month
- 242,220 logins per month
- month
- 2,791 appointments managed per month

## 100% practices have digital communication tool Accurx

Including SMS, Bulk SMS, appointment reminders, pathway SMS, photo messaging  
3 practices also using MJOG

## 100% of PCNs have submitted a Capacity Access Improvement Plan

All 15 PCNs submit quarterly returns for monitoring improvement

## Local & National Support Programmes

- 18 practices and 1 PCN signed up to NHSE Practice Level Programme (GPIP)
- 28 Practices undertook Carradale reviews
- 61 Practices taken part in Care Navigation Training

## 100% practices have Online Consultation solution

- 77 practices: Accurx
- 1 practice: Footfall
- 1 practice: Klinik

## 100% practices have released online access to patient records

## 100% practices are reviewing websites

- 8 practices have recently migrated to new platform
- 17 practices are in the process of migrating supplier

## Modern General Practice Access Model Implementation

- 37 practices (47%) signed up to MGPA implementation 23/24
- 42 practices anticipated to go live 2024/25