

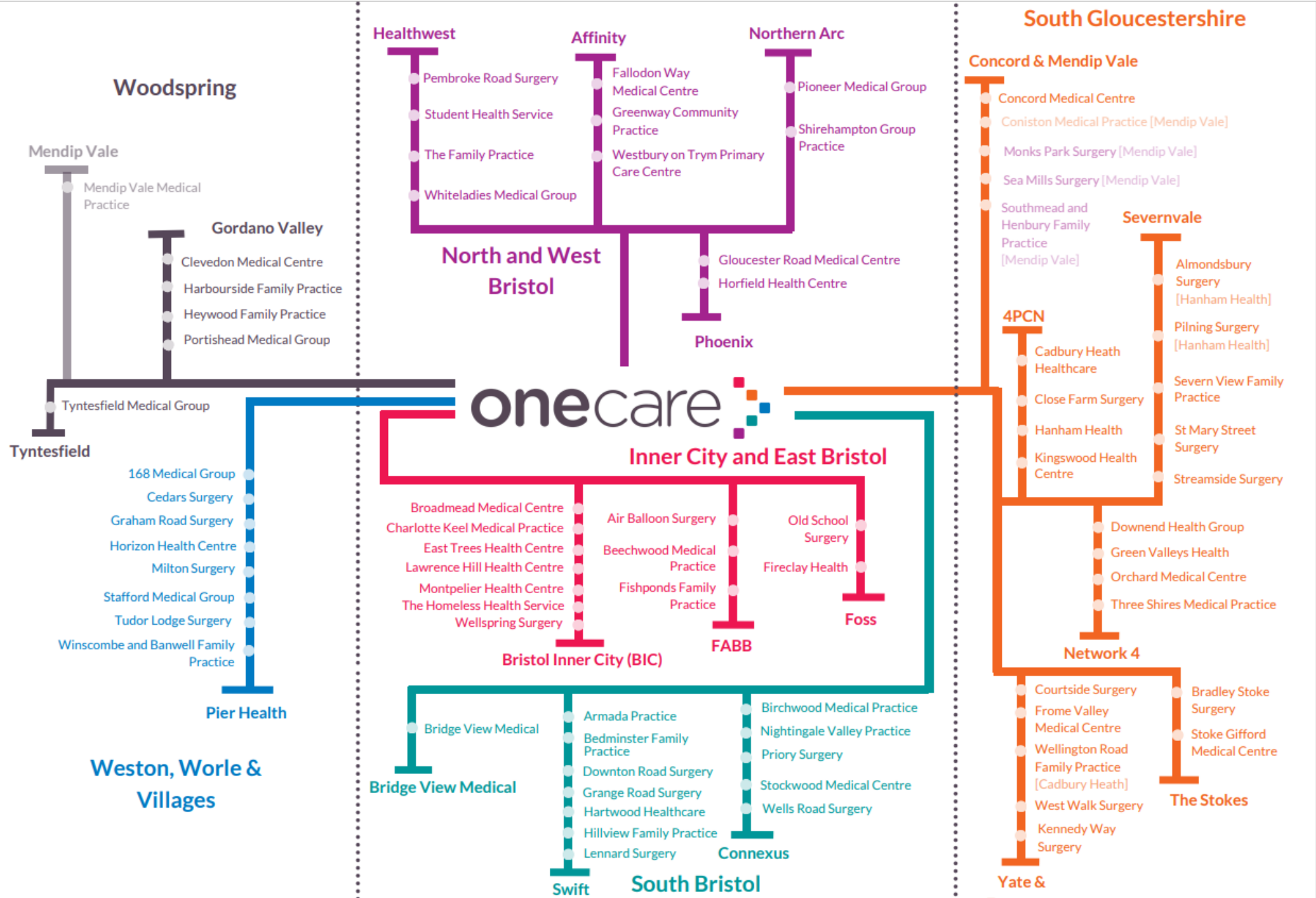
Health Scrutiny Committee Bristol: General Practice Update

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General Practice Update Content

- Overview of General Practice Structure
- Monitoring of practices
- Access Recovery Update
- GP Collective action briefing



General Practice Structure

- 76 practices – individual businesses
- 20 Primary Care Networks (PCNs)
- GP Federation OneCare. GP Collaborative Board (GPCB)– voice of general practice
- Local Medical Committee (LMC)
- BNSSG Integrated Care Board (ICB)

General Practice Activity Data (GPAD) is used by practices, PCNs and the ICB to monitor access:

- Number of appointments
- Same day appointments
- Appointments within 14 days
- Face to face appointments
- Number of online consultations

More details of metrics on the next slide

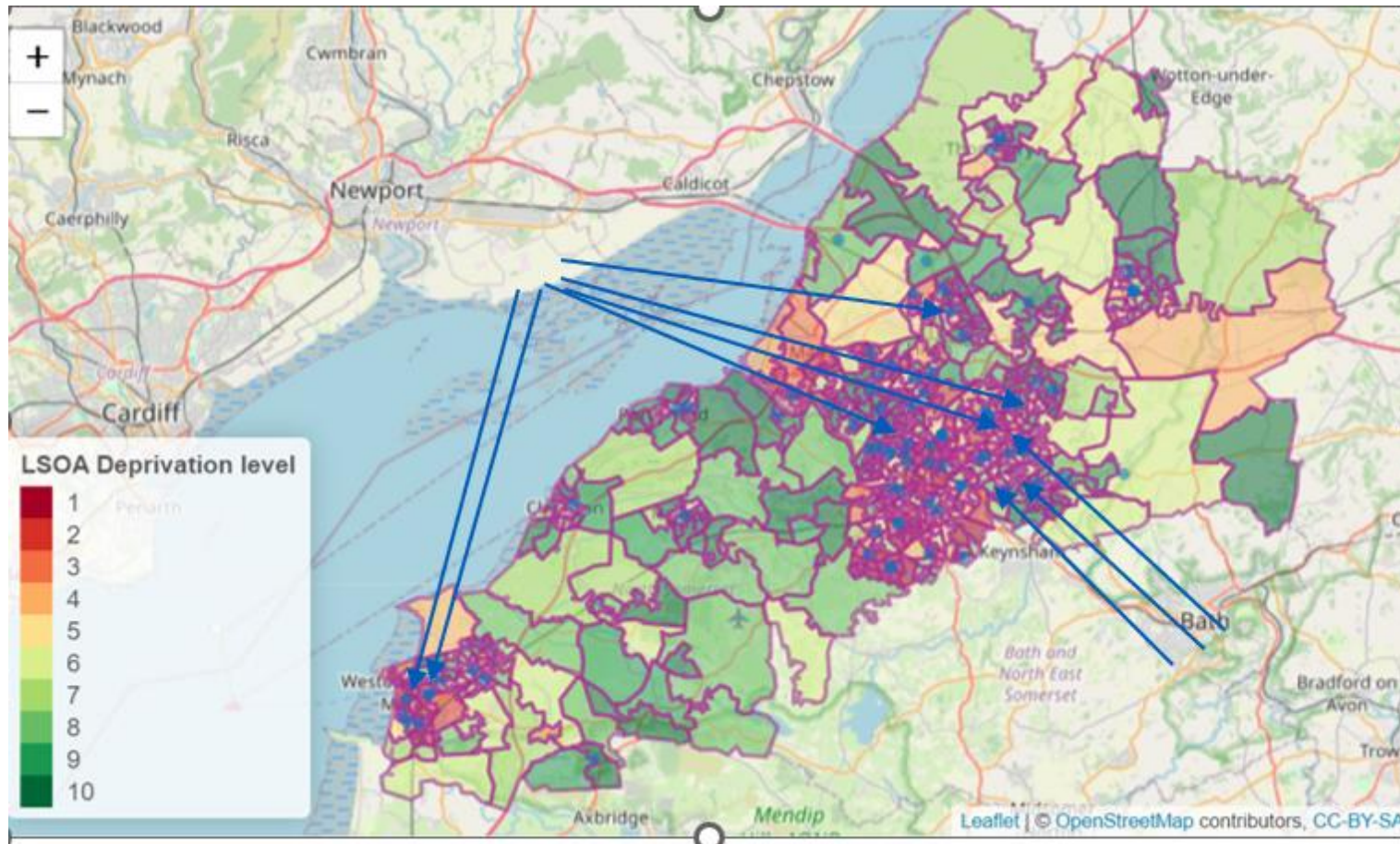
The ICB has developed a dashboard that monitors quality and resilience incorporating a number of metrics including workforce and quality. This is rag rated to identify practices early who may need support and to monitor improvement following input from the Practice Support Team and Access, Resilience and Quality Team

Access Metrics

Area	KPI/ Metric
GPAD	% of same day appointments
	No. of practices one standard deviation below the National average for same day appts
	% of appointments within 14 days
	No. of practices one standard deviation below the National average appts within 14 days
	% of F2F appointments
	No. of practices one standard deviation below the National average of F2F appointments
	Appointment rate per 1000 population
Online Consultations	No. of practices switching off online consultations during the day
	Online consultation submissions (clinical and administrative) per 1,000 registered patient population
	No of practices below BNSSG average of online consultations
	% of practice with increased numbers of online consultations
Telephony	% of telephone consultations
	% of practices on advance telephony solution
	Inbound call volume
111	BNSSG % utilisation of 111 slots
Online access	No. of practices signed up to online patient access to records
	% of practices offering patients the ability to book/cancel appointments online
	% of patients enabled to book/cancel appointments online
NHSApp	Uptake of NHS App
Care Navigation	% of practices completed local care navigation training offer
	No. of PCNs completed local care navigation training offer
	No. of practices signed up to National care navigation training
CPCS	No. of Community Pharmacist Consultation Service (CPCS) referrals
Enhanced Access	Number of Hours Delivered

Access and Workforce Challenges

The map below shows the areas of deprivation in BNSSG. The arrows show where practices are performing below the SW average for same day and within 14 day appointments. These practices also have challenges with recruitment and retention. All these practices have a deprivation level of 3 or below. Targeted work is underway with these practices to support understanding processes, care navigation, appointment book mapping, population need and workforce planning.



GP Collective Action: Background

- Significant unrest because of the current 2024/25 GP contract offer which the General Practitioners Committee (GPC) is clear is an imposed contract
- March 2024 the British Medical Association (BMA) held a referendum and 99.2% of members voted against the 24/25 General Medical Services (GMS) contract
- Government committed to honouring the 2024/25 DDRB (Doctors' and Dentists' Review Body) recommendation of a of 6% uplift, after NHS England and the Department for Health and Social Care only provided a 1.9% uplift in the interim in April 2024
- BMA ballot for a decision on collective action to take place from 1 August 2024 - 98.3% of members voting yes
- Avon LMC survey July 2024 – 87% response rate
- Avon LMC Members event 10 September
- Avon LMC local guidance for practices issued 18 September

GO LIVE	AVON LMC RECOMMENDATIONS	SPECIFIC SUPPORT TO FOLLOW
Now	<p>CAP CONTACTS TO 25/DAY PER CLINICIAN</p> <ul style="list-style-type: none"> - Practices can start making plans to move to the approach outlined in BMA Safe Working Guidance 	
Now	<p>NEW DATA SHARING AGREEMENTS</p>	Liaise with LMC/ One Care
04/11/24	<p>SINGLE GENERIC REFERRAL FORM TO ALL PROVIDERS</p>	ICB BNSSG Standard Referral Template
04/11/24	<p>PUSHBACK OF WORK FROM SECONDARY/COMMUNITY CARE</p> <ul style="list-style-type: none"> - Prescribing: initiation/28-day script/SCP stabilisation - Fit Notes - Onward Referrals for same condition - Investigations: chasing/communicating/actioning/phlebotomy - Patient queries 	<p>Template letter Template letter Template letter Template letter</p> <p>Provider contacts</p>
06/01/25	<p>NO NEW INITIATION SHARED CARE PRESCRIBING IF NO LES</p> <ul style="list-style-type: none"> - ADHD/Lithium/Mesalazine 	Properly costed LES
06/01/25	<p>NO NEW BARIATRIC SURGERY MONITORING IF NO LES</p>	Properly costed LES
06/01/25	<p>NO NEW PHYSICAL MONITORING FOR AWP/CAMHS</p>	ICE licenses

Work to date

- Fortnightly System and ICB co-ordination response
- Fortnightly ICB working group to co-ordinate across different departments
- Fortnightly South West Regional NHSE Incident Management Team meetings with highlight reporting
- National comms toolkit circulated and local system, practice and patient comms developed including ICB website
- Maintained regular meetings with the LMC
- CB Board, Primary Care Committee, ICB Executive Team and GPCB provided with regular updates on GPCB
- System risk assessment and mitigation planning completed by providers
- Development of Quality Impact Assessment on mitigation plans from system partners
- Subgroups established to address areas where notice has been given to

Next Steps

- Continued active monitoring of risk and implementing of mitigations where possible
- Primary /Secondary Care Interface Group already in place and acceleration of work needed to address interface workload and relationship management
 - Complete care (including fit notes and discharge summaries)
 - Clear points of contact
 - Call and recall
 - Onward referrals
 - Culture
 - Plans to develop an urgent care interface group
- Continued collaborative working with system partners, Avon LMC and GPCB to prioritise work and move to new ways of working