

Health Scrutiny Committee Bristol: Recovering Access to Primary Care

February 2024

Background

In May 2023, the joint NHS and Department of Health and Social Care Delivery Plan for Recovering Access to Primary Care was published.

The plan focusses and prioritises the first element of the Fuller stocktake - recovering access and supports these key ambitions:

- Tackle the 8am rush and reduce the number of people struggling to contact their practice
- Restoring patient satisfaction of accessing their general practice
- Supporting a move to a digitally-enabled operating model in general practice.

There are four key areas:

- Empowering patients to manage their own health
- Implementing modern general practice access
- Building capacity
- Cutting bureaucracy

The BNSSG ICB response to the access recovery plan and development of the system level access improvement plan has been based on the patient survey results. In addition, we have triangulated all patient feedback to date in relation to the key areas of the plan to inform our actions.

Development of our System Access Improvement Plan

As part of the delivery plan for recovering access to primary care, ICBs were required to develop system-level access improvement plans.

31st July 23: guidance notes published to support development of plans:

<https://www.england.nhs.uk/long-read/primary-care-access-improvement-plans-briefing-note-for-system-level-plans/>

Work to date:

- Establishment of a monthly access recovery working group, representation from ICB, OneCare, GPCB, BrisDoc, ALMC, ALPC and Healthwatch
- Established a Primary/Secondary Care Interface Group
- Template developed and webinar held to support PCNs to work with all their practices to develop capacity and access improvement plans. All PCNs developed plans and a summary of plans submitted to NHSE at the end of June 23
- Developed local co-ordinated messaging for practices with patients along with using the National Toolkit
- All practices submitted EOIs for Transition Cover and Transformation funding. 30% released in November 23
- System Access Improvement Plan developed and signed off by ICB Board November 23 and submitted to NHSE (see attached)
- Monthly highlight reports are produced to track progress
- Currently a 6-month review of progress against plans is underway
- Updated Board Report going to ICB Board in April 24.

Transition Cover and Transformation Funding

Principles and process:

Modern General Practice Access, has three components:

- A. better digital telephony
- B. simpler online requests
- C. faster navigation, assessment and response

For practices looking to implement a Modern General Practice Access Model the 'transition cover and transformation support funding' is available to provide additional capacity to help smooth the transition to a new model.

The funding can be used, for example, to pay for sessional GPs, support from experienced peers or for additional sessions from current practice staff (clinical or non-clinical). The funding is to be used when the practice is approaching the point of 'going live' with the new model, for example, to clear appointment books.

Further guidance can be found here:

[NHS England » Transition cover and transformation support funding to move to a Modern General Practice Access Model](#)

Patient Feedback

The BNSSG ICB response to the access recovery plan and development of the system level access improvement plan has been based on the patient survey results. We have triangulated all patient feedback to date in relation to the key areas of the plan to inform our actions.

Communication and engagement with patients is an ongoing process using a mixture of methods:

- Patient survey
- Friends and Family Test
- PPGs (all practices have PPGs or are working towards implementing)
- Healthwatch Quarterly PPG lead meetings
- Healthwatch Quarterly reports
- Healthwatch prioritisation meeting outputs
- PCN and practice individual patient feedback mechanisms (all practices have this or are working towards implementing)
- OneCare surveys and questionnaires
- Joint ICB, OneCare and LMC communication and engagement campaigns.

Improvement Support: National

Implementing Change and Improvements in General Practice

Lots of support available, nationally and locally, for practices who are keen to implement and embed change and improvements, particularly around access.

National Offers

Several national general practice improvement programme offers available to practices and/or PCNs.

Facilitated Support Offers:

- Structured modular approach to reviewing and making improvements to an access model

There are three such support offers:

- Intensive Programme (over 26 weeks)
 - Intermediate Programme (13 weeks)
 - PCN Support Model
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- Fundamentals of Change and Improvement Management
 - Online course. Step-by-step how to use improvement tools and techniques which can be used to tackle a range of challenges such as improving the online journey for patients.

Improvement Support: Local

The Access Resilience and Quality (ARQ) Program and One Care provide a suite of flexible support for BNSSG practices looking to make improvements, from provision of toolkits for Access, Workforce and Care Navigation, to more structured bespoke support offers which may include review and support for implementing improvements, for example, around components of the new access model.

Resources include:

- Care Navigation Toolkit
- Access Toolkit and webinars
- QOF Quality Improvement (QI) Access Summary
- Workforce Toolkit and webinar
- Digital Optimisation Toolkit

Improvement Support: Digital

- Prospective record access to all patients
- Telephony: cloud based, increased functionality of call waiting and call back
- Directly bookable appointments online
- Online consultations
- NHS App messaging
- Ordering of repeat medications via NHS App
- Self-care Apps
- Improving website accessibility – with guidance to update and ensure improved user experience with online tools correctly displayed
- Digital support teams
- Digital inclusion support
- General Practice Activity Data (GPAD) – data quality work and monthly monitoring

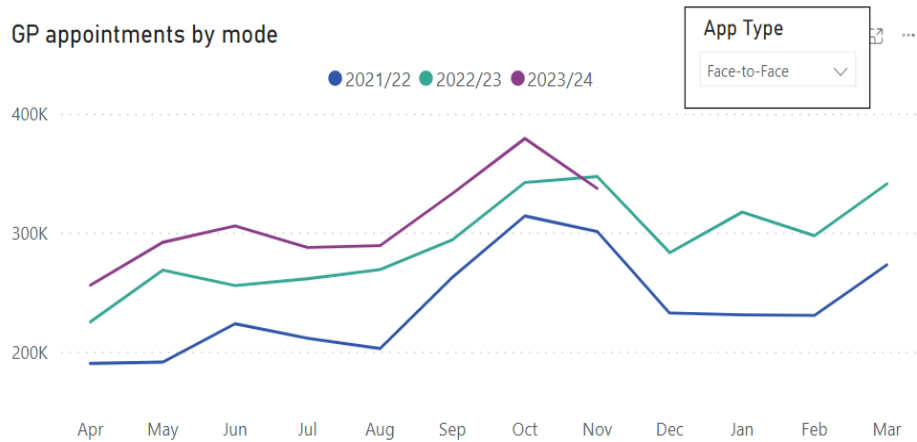
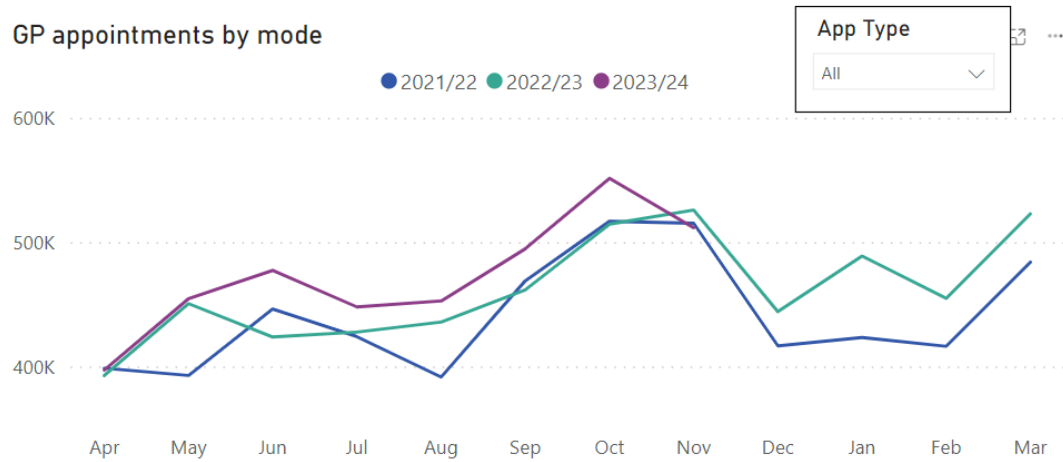
General Practice Activity

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

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

A full list of metrics is detailed in the next slide. This data was used to establish a baseline position at the start of this work. Reports are generated monthly to monitor progress.

GPAD – GP appointments by mode



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