

Access to GP Services in Derby

Adults & Public Health Overview and Scrutiny Board

23 March 2015

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February 2015



Mapping the commissioners

- NHS England directly commissions GP, community pharmacy, dentists and optometrists
- CCGs commission the majority of community and hospital care, out of hours primary care, and many enhanced primary care services
- Local authorities commission specific services from primary care (e.g. health checks)
- From April 2015 all Derbyshire CCGs will take on fully delegated responsibility for commissioning GP services
- CCGs are developing commissioning strategies for more integrated, patient centred healthcare

Commissioning primary care

- Planning primary care service improvements to meet current / future demand
- Contracting / procuring a core offer of high quality and continuously improving primary care
- Managing quality, performance, contract compliance & budgets and responding to 'everyday' contractor issues
- Implementing national policy and contract change
- Facilitating transformation of primary care in line with CCG commissioning strategy for integrated care

Reforms: NHS North Midlands

- NHS North Midlands includes the four counties of Derbyshire, Nottinghamshire, Staffordshire and Shropshire
- The new structure:
 - Has a population of over 2.6 million
 - Has over 2,100 primary care contracts
 - Covers 18 CCGs and 8 Local Authorities
 - Includes Staffordshire one of the 19 nationally designated challenged Health Economies

Strategic context: Five Year Forward View

- Emphasis on prevention and Public Health
 - National action on smoking alcohol and obesity
- Patients to have a greater say in their care
 - Including the possibility of shared health and social care budgets
- Breaking down barriers to care
 - Between physical and mental health, between health and social care and GPs and Hospitals

Strategic context: Challenges

- Patient experience
 - Growing challenges with patient experience of access
- Financial constraints
 - Projected funding gap of £30bn by 20/21
- Workforce
 - Overall GP workforce numbers have not kept up with population growth, increased part time working
 - Only a marginal increase in practice nurse workforce
 - Increasing number of GP retirements

Strategic context: Challenges (Continued)

- Workforce (continued)
 - GP Practices are independent contractors and responsible for recruiting their own workforce
 - Southern Derbyshire CCG is working with practices to support and develop new recruitment adverts, opportunities to develop working collaboratively to explore new models of delivering general medical services.

Access to GP Services – Practice information

- Number of practices in Derby – 30 main sites and 15 branches
- The registered population they serve ranges from 3,600 to 25,000
- 13 practices who serve a population of 10,000 or less
- 13 practices who serve a population of between 10,000 and 15,000
- 4 practices who serve a population of between 15,000 and 25,000
- 305,830 registered patients as at January 2015 which is an increase of 2,142 in the last 12 months
- 206 GPs (partners, salaried, mixture of part time and full-time)
- Average patient list per GP (c1800 – 2300)

How do patients register with GP Surgery?

- Patients can obtain details of GP surgeries in their area by visiting NHS Choices website: www.nhs.uk
- Patients visit a GP surgery and ask to register – they will usually be asked to complete a GMS1 form
- A patient may be asked for medical card or NHS number but these are not needed for registration with a GP surgery
- If the patient lives outside the practice catchment area this no longer means that the patient can not register with the practice
- Patients visiting an area for more than 24 hours but less than three months can apply to register as a temporary resident - a GMS3 form will need to be completed

Derby City – Appointment / booking system

- One practice in Derby City has a closed list
- Majority of practices will reserve appointment slots for urgent same day appointments. A small number of practices also offer a walk in and wait service
- GP Practices offer appointments in advance with GP or nurse.
- Do not attend (DNA) – Varies by practice and by week.

Over half of the practices have introduced text messaging as a pre-appointment reminder.

Most practices will display details of DNA in the waiting room

Appointment / booking system

- The majority of practices will offer a range of extended hours during the week or at the weekend
- Extended hours will vary between 7am-8pm Monday to Friday, Saturday mornings and 7 day service at the Derby Open Access Centre
- 9 practices offer appointments on Saturday mornings and 7 practices offer regular daily extended hours Monday to Friday

Appointment / booking system (continued)

- Number of patients who do not get a same day appointment – this information is not routinely captured
However, monitoring of patient satisfaction through the patient survey, complaints made to the practice or NHS England, Healthwatch, Care Quality Commission
- Most practices offer telephone consultations
- GP Contract for 2015/16 reinforces a requirement for practices to offer electronic appointment booking, repeat prescriptions

Appointment / booking system (continued)

- Video consultation trials have started at 3 practices, expectation (technical issues pending) to complete 30 consultations by 31/3/15 and evaluate with feedback from clinicians and patients
- Email consultation pilot is being rolled out across 9 practices from the last week in March

Complaints

The majority of complaints are raised and dealt with directly by the practice.

- Themes for complaints received include:
 - Clinical Care and Treatment including access to medication and prescribing error
 - Access to appointments/ registration issues
 - Staff attitude and professional conduct
 - Communication concerns including breach of confidentiality

Strategic context: Primary care strategy

- There is a need to create an environment that enables general practice to play a much stronger role, as part of a more integrated system of out-of-hospital care
- CCGs are drafting local primary care strategies in response to these challenges and in line with the opportunities set out in the 5 Year Forward View

Prime Minister's Challenge Fund

Transforming General Practice

- Patients in Southern Derbyshire will benefit by:
 - Access to online registration by March 2015 (525,000 patients, 57 practices)
 - Improved access to Telecare by March 2015
 - Innovative ways to access and relate to General Practice through testing of video consultations (Vidyo) and e-mail consultations

New Deal for Primary Care

- New Primary Care Infrastructure Fund
- £1 billion over the next 4 years
- Aims to increase capacity, enable better access and reduce A&E attendances
- Must align with CCG commissioning strategy
- Tranche 1 expressions of interest submitted 16th February with decisions/announcements expected late March