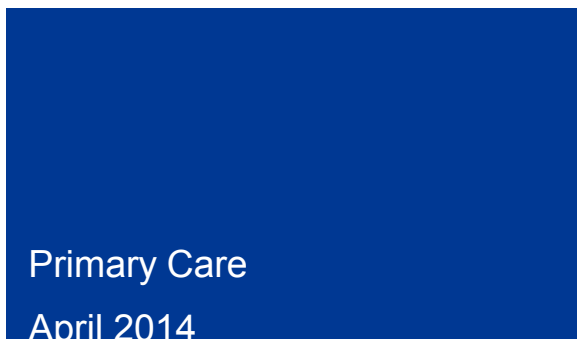


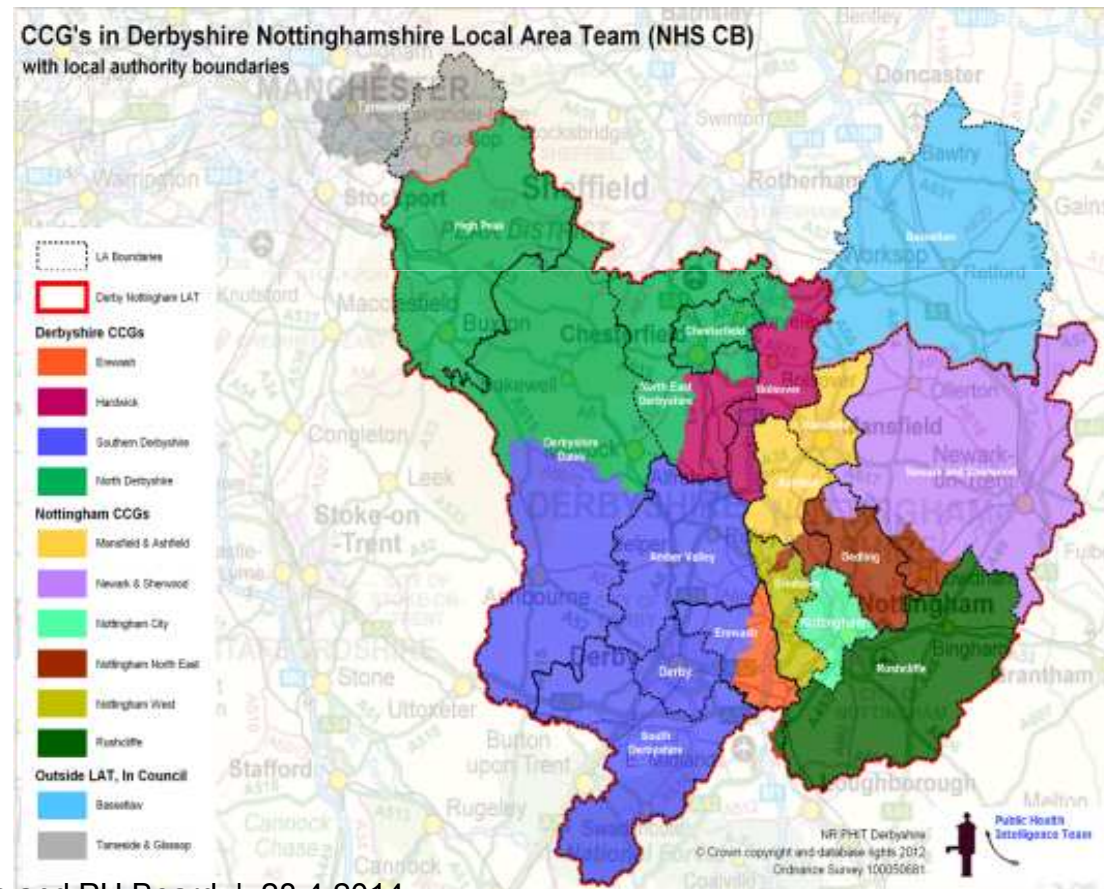
Access to GP Services in Derby City Adults & Public Health Board 28.4.14

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Reforms: Derbyshire & Nottinghamshire

- 10 CCGs in Area
- 4 Local Authorities
- 4 H&W Boards
- c 2m population
- 1200 providers



Strategic context: Call to action

- Today:
 - The NHS treats 1,000,000 people every 36 hours
 - Between 1948 and 2010, life expectancy in England for men increased by 13 years to 79
 - 88% of patients in the UK described the quality of care they received as excellent or very good

71% agree "Britain's
National Health Service is
one of the best in the world"

TheKingsFund>



Strategic context: Call to action

- Demand and costs are increasing
 - Ageing population, growing co-morbidities and increasing patient expectation
 - Innovation and technological advances increasing costs
- Quality challenges
 - Recent unacceptable quality failures
 - Increase in avoidable acute hospital admissions
 - Unwarranted variation in quality and outcomes
 - Some pockets of unacceptable performance

Strategic context: Call to action

- 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

“DOING NOTHING IS NOT AN
OPTION – THE NHS CANNOT
MEET FUTURE CHALLENGES
WITHOUT CHANGE.”

Access to GP Services – Practice information

- Number of practices – 30 main sites and 16 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
- 303,688 registered patients as at January 2014 – increase of 1,942 in 12m
- 197 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 or the practice has a closed list the practice may refuse to register
- 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

- All GP practices accepting new patients – no closed lists
- 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, CQC.
- Most practices offer telephone consultations
- GP Contract for 2014/15 includes a requirement for practices to offer electronic appointment booking, repeat prescriptions.

Complaints

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

- Themes for complaints 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

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