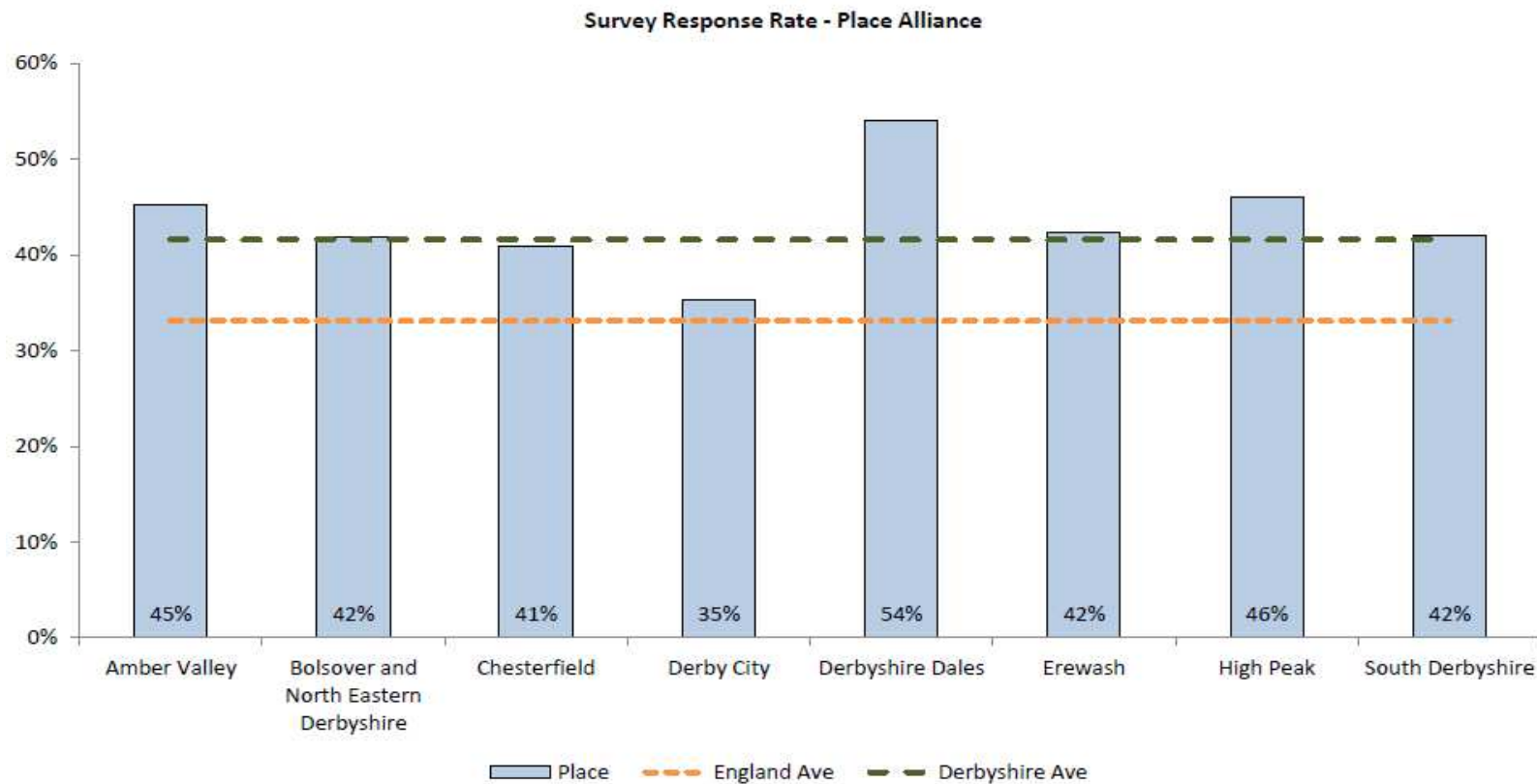


Access to Primary Care in Derby City

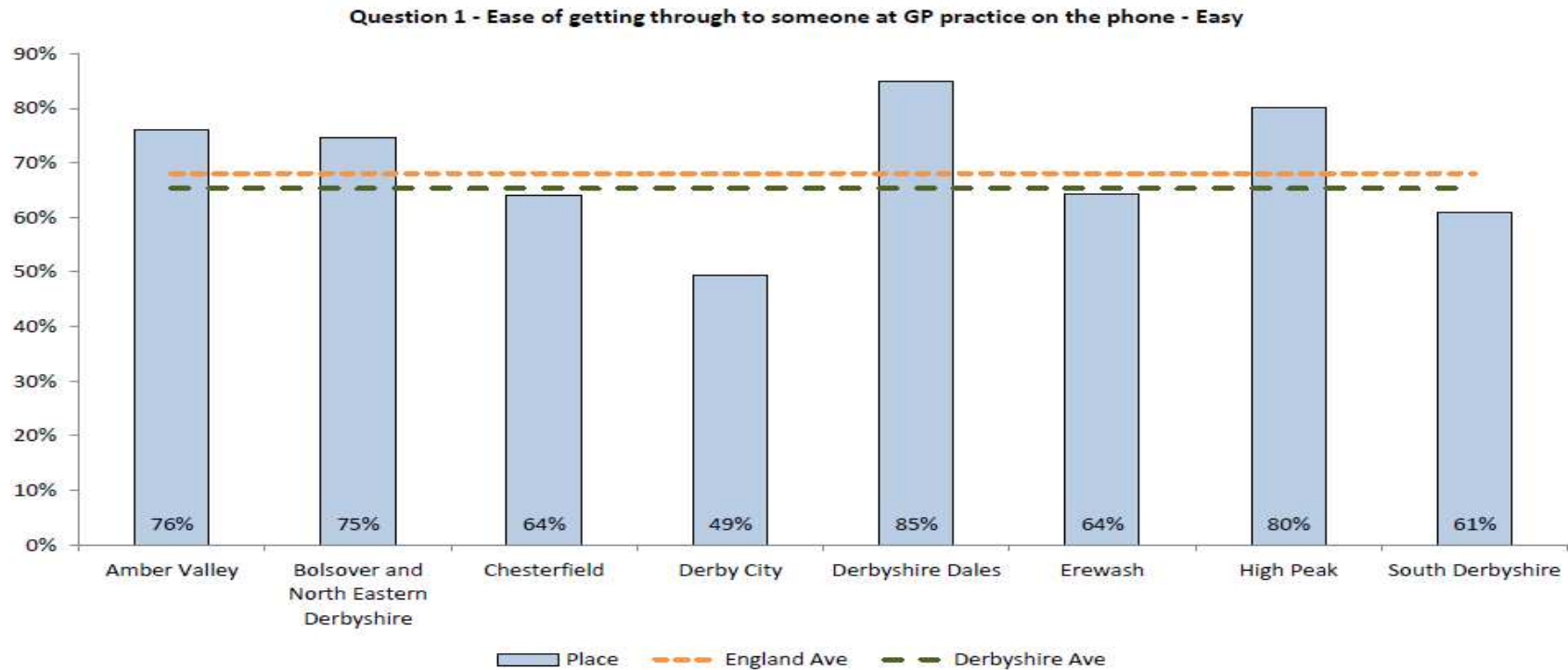
Clive Newman – Director of GP Development
NHS Derby & Derbyshire CCG

Primary Care Access in hours

The graph below shows the response rate to the GP Survey 2019 across Derbyshire by Place. Derby City received the lowest response rate across Derbyshire at 35%.



The graph below shows that 49% of patients in Derby City who responded to the GP Patient Survey found it easy to get through to their GP practice by phone. The lowest % across Derbyshire and well below the England average



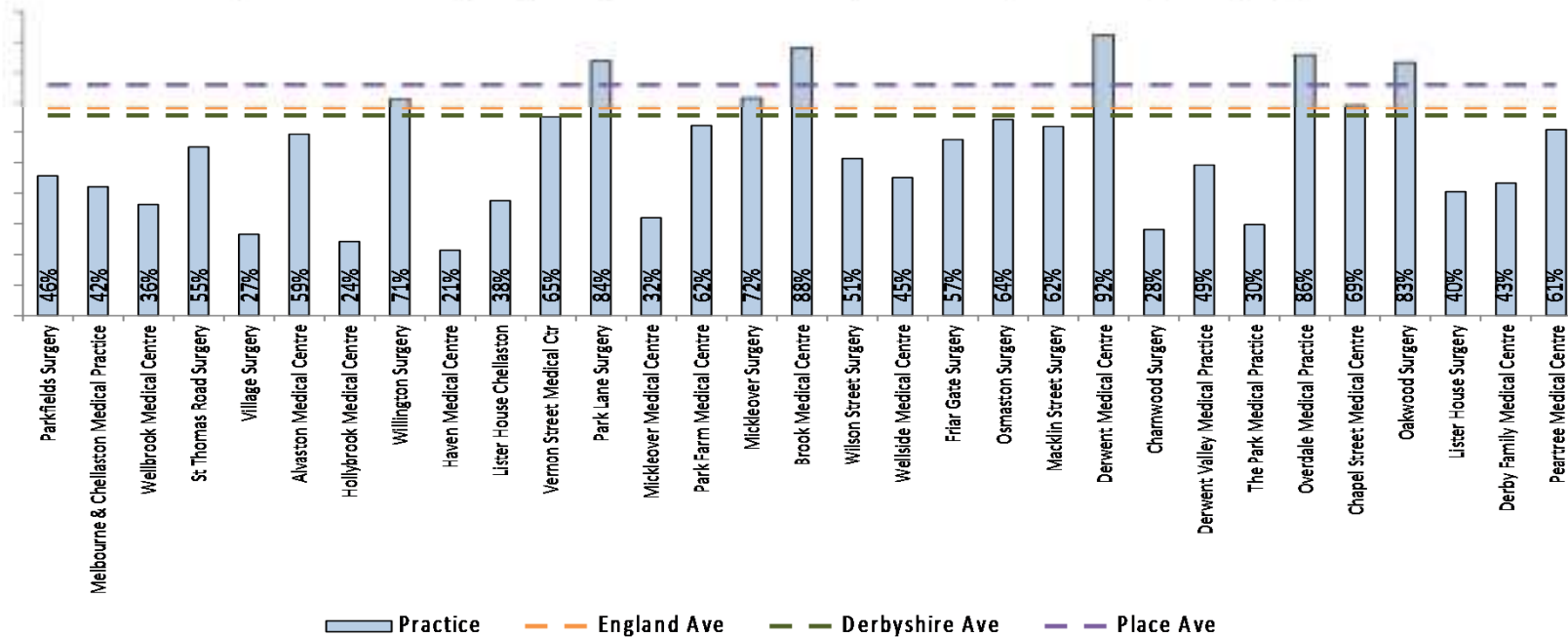
The graph below is a breakdown by practice in Derby City of the previous chart. This highlights that the majority of practices are under the Derbyshire and England average for ease of getting through to a GP practice on the phone.



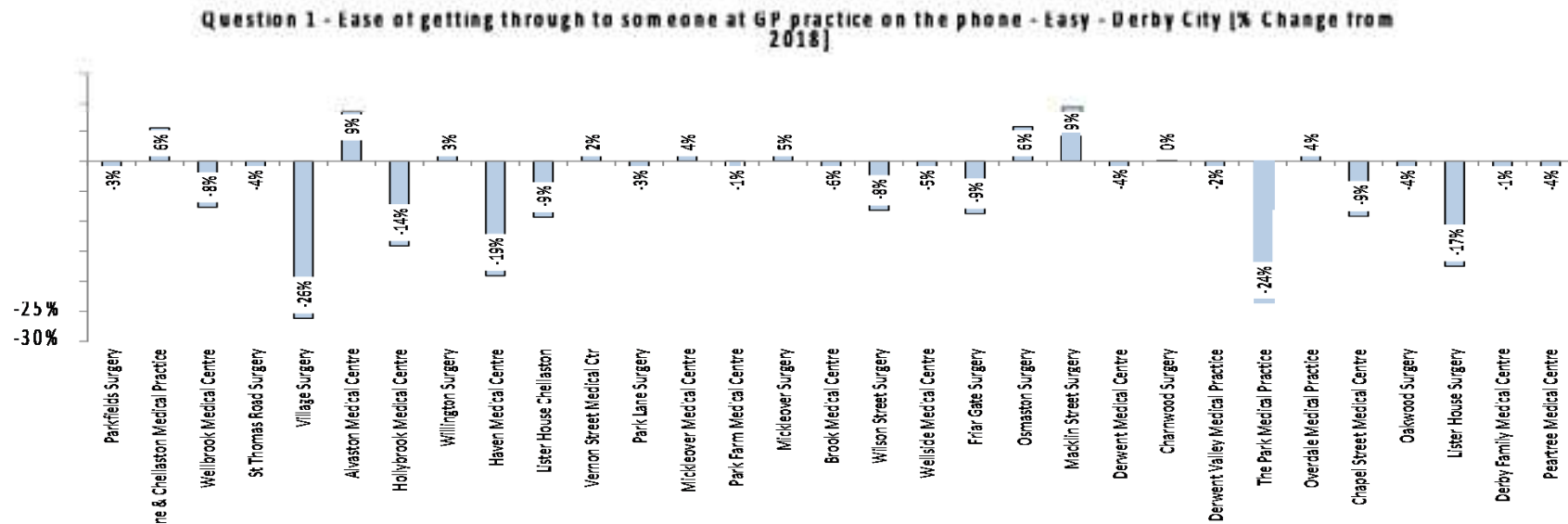
Partners in Improving local health



Question 1 - Ease of getting through to someone at GP practice on the phone - Easy - Derby City

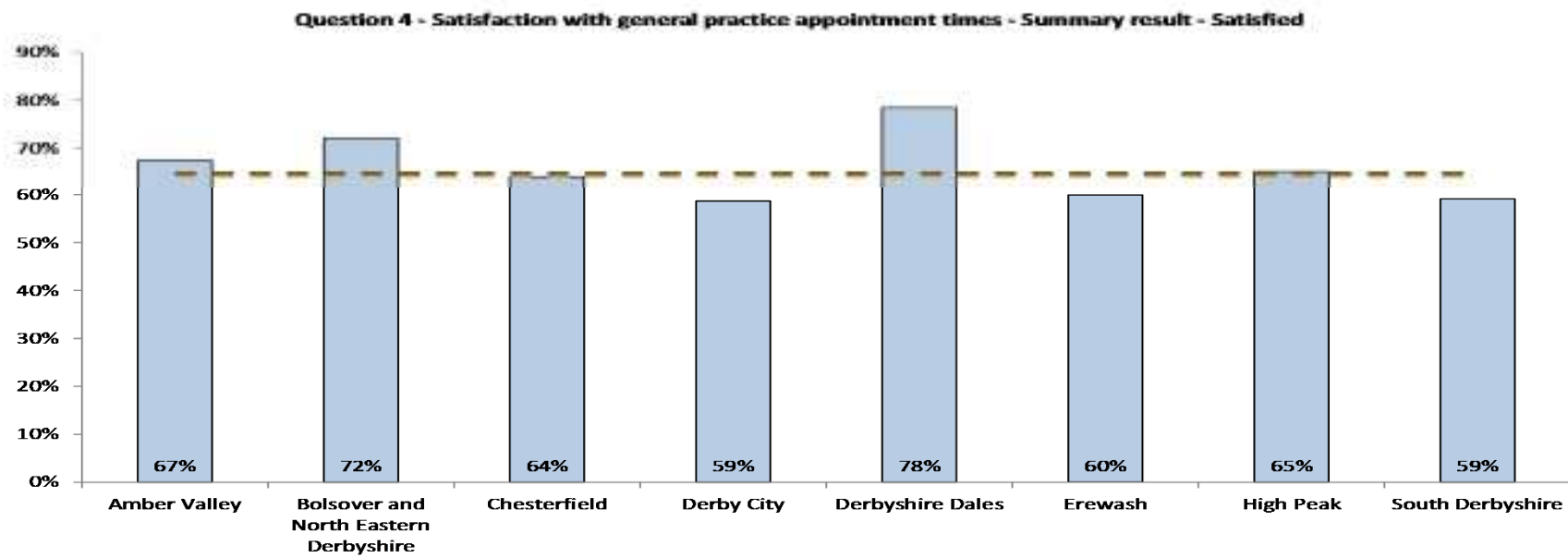


The graph below shows the change in responses to the previous question since 2018. Only 9 practices in Derby City have improved this position since 2018.



NECS – Data derived from GP-Patient.co.uk
[NHS England]

The graph below shows patient satisfaction with general practice appointment times. Although Derby City are below the Derbyshire & England average there are a couple of other practices with similar results



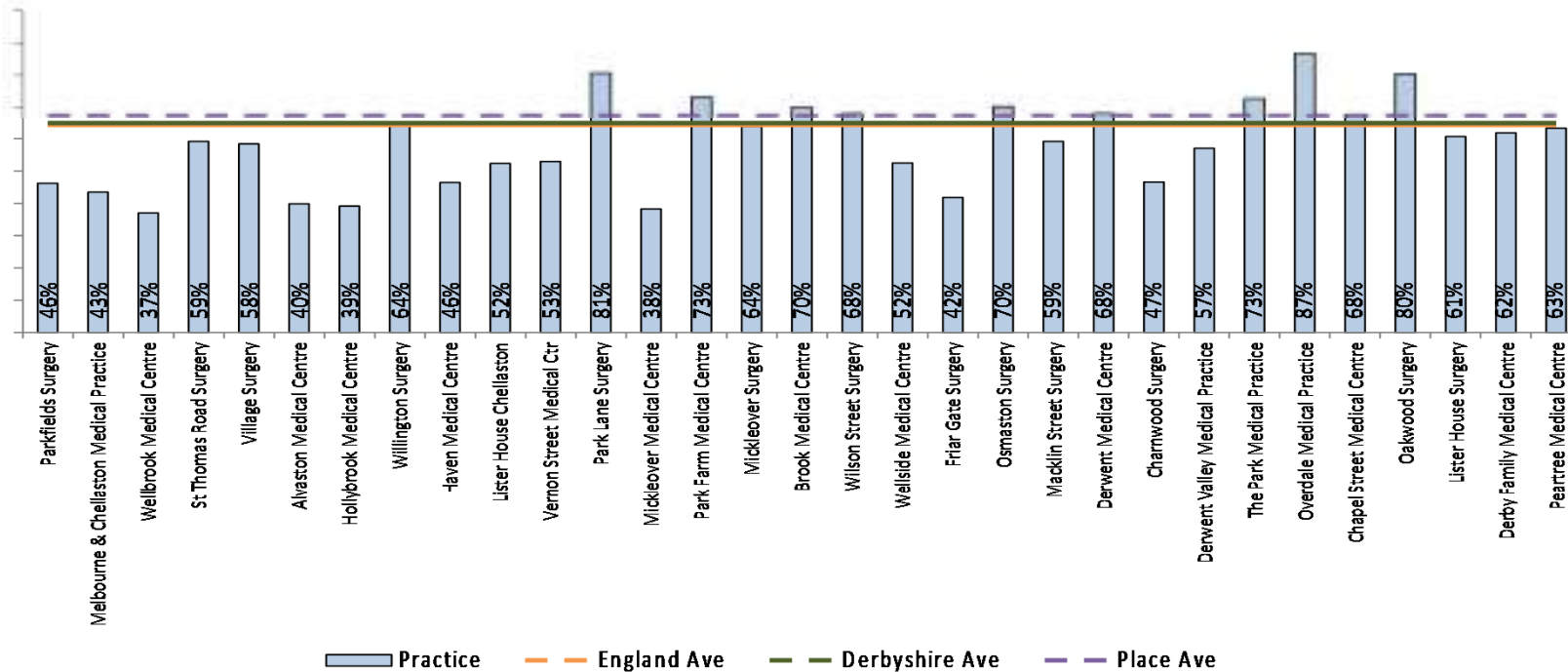
The graph below shows patients overall satisfaction with the general practice appointments. Overdale Medical Practice are the highest at 87%, whilst Wellbrook Medical Centre are the lowest at 37%



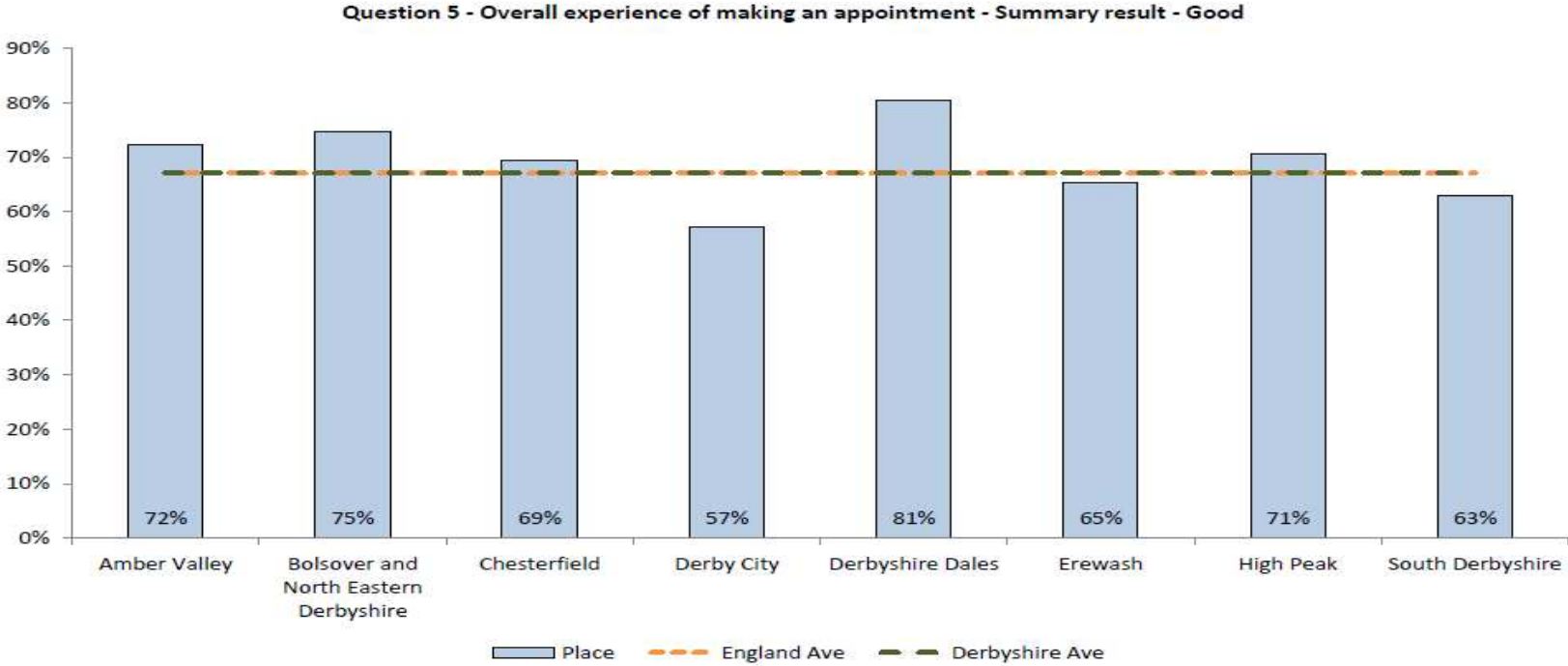
Partners in improving local health



Question 4 - Satisfaction with general practice appointment times - Summary result - Satisfied - Derby City



The graph below shows patients overall experience of making an appointment. Derby City are the lowest % across Derbyshire at 57% and are below the Derbyshire and England average



The graph below shows the % of patients satisfied with their general practice appointment time at a practice level. Only 10 practices are currently achieving the Derbyshire average



Partners in improving local health



Question 4 - Satisfaction with general practice appointment times - Summary result - Satisfied - Derby City



Work to improve access

There is currently a national review of access in and out of hours taking place with initial findings being published in October 2019.

Actions taken under GPFV to improve access to General Practice:

- County-wide roll-out of NHS App, allowing patients to book appointments, order repeat prescriptions, view medical records and self-assessment tool.
- County-wide roll-out of NHS111 booking into General Practice hours commenced with full implementation by 1 January 2020.
- Pilot sites trialling new models of home-visiting services
- GP Practices trialling innovative software Askmygp
- Active signposting – appointments freed up to be seen by most appropriate clinical member of the team
- Managing clinical correspondence freeing up GP time to improve access to patients (such as viewing pathology results)
- New GP contract allows Primary Care Networks to employ to additional roles to release GP time (Clinical Pharmacist, Social Prescribing Link Worker, Physiotherapist, Community Paramedic, Physician Associate between 2019/20 and 2021/22).
- Online consultation rolled out to 55/115 GP practices, 100% compliance by March 2020.

Primary Care Extended Access

GP Extended Access Derby City

Chart 1 below demonstrates the number of appointments available for patients to book in the extended access period vs the number of appointments actually booked.

Chart 2 looks at the utilisation of appointments per month overall but also breaks this down into Monday – Friday and then Saturday – Sunday. Sunday utilisation is low but this mirrors the activity in the rest of the county.

Chart 1 – Total Number of Appointments per month Vs Appointments Booked

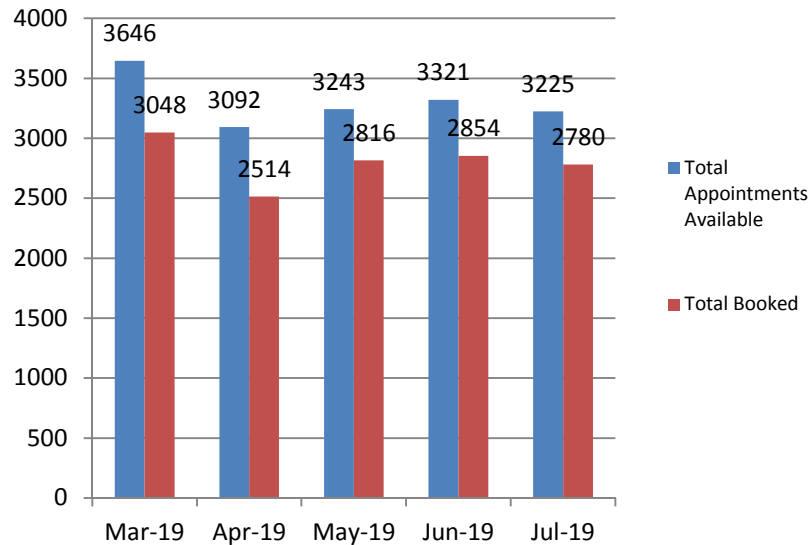
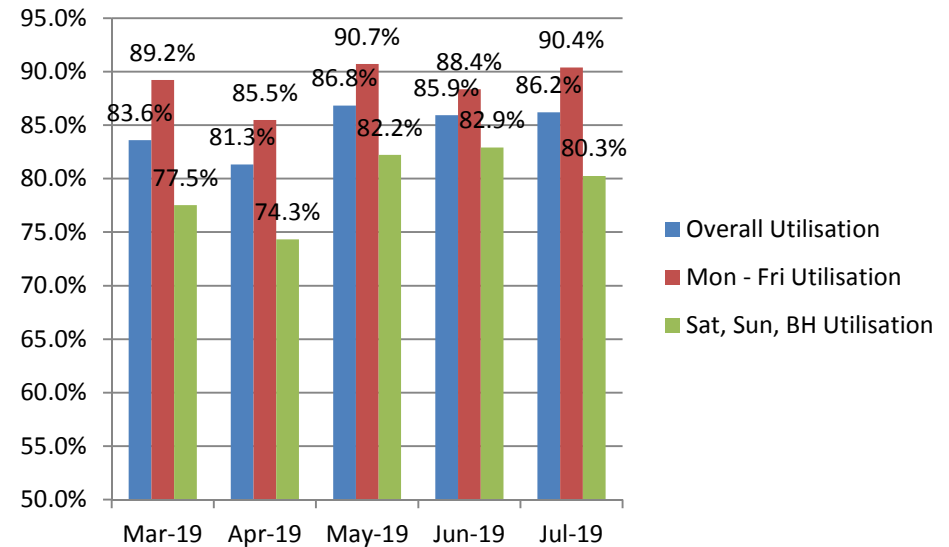
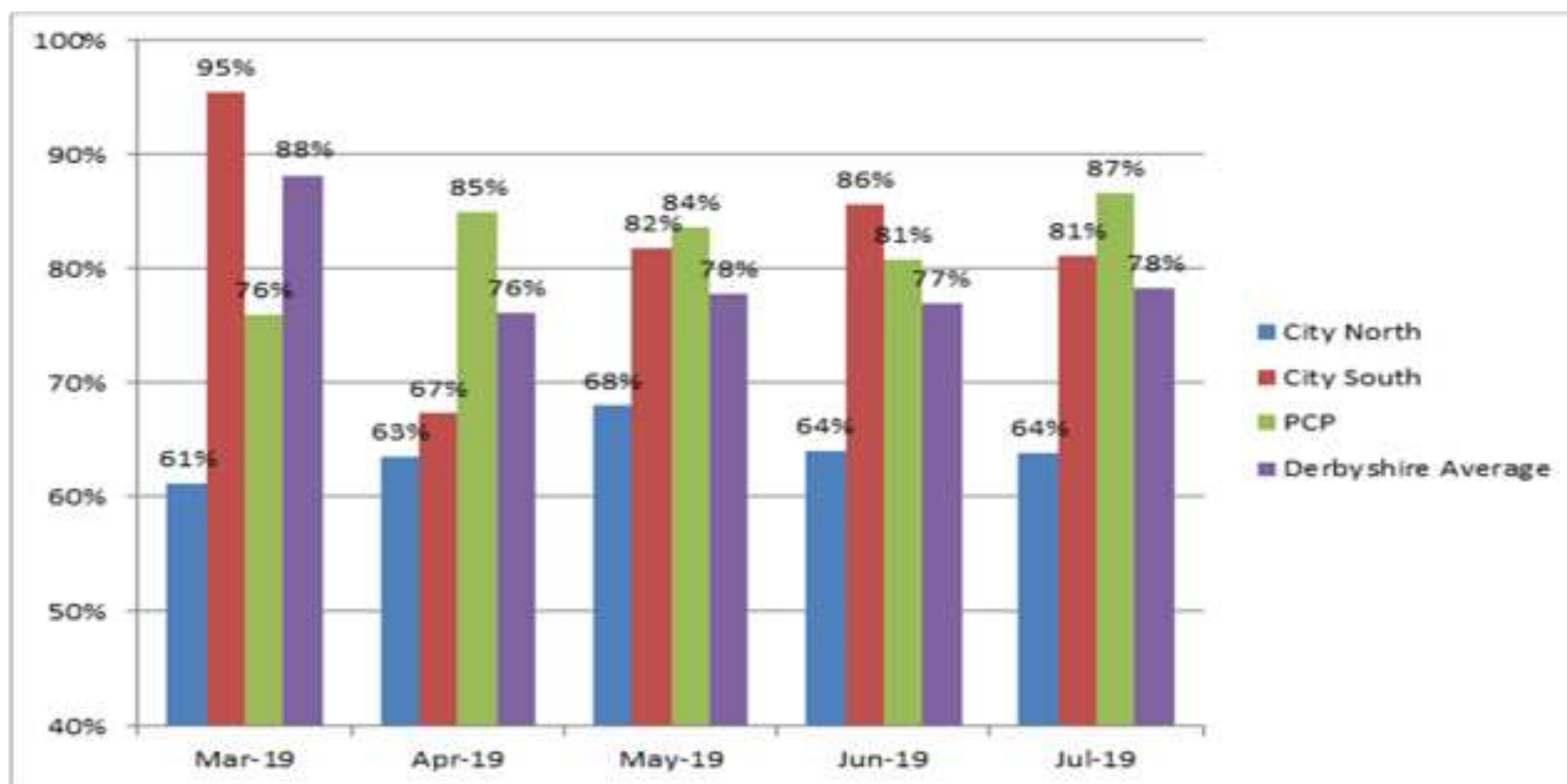


Chart 2 Appointment Utilisation per Month



The graph below looks at the utilisation of appointments across the 3 hubs in Derby City. City North is particularly low whilst PCP and City South are generally above the Derbyshire average and achieving the national target of 75%.



Work to improve extended access

Work is on-going to continue to develop extended access and look at how it supports the wider System demand & capacity monitoring. Utilisation of appointments is increasing on week days but still an element of underutilisation on weekend particularly Sundays and Bank Holidays. The introduction of NHS111 being able to access these appointments should help increase the utilisation. NHS England monitor local performance and have rated Derby & Derbyshire 'Green' for Extended Access.

Actions to improve utilisation of Extended Access:

Contractually, GP practices are required to:

- ensure services are advertised to patients, including notification on practice websites, notices in local urgent care services and publicity into the community, so that it is clear to patients how they can access these appointments and associated services
- ensure ease of access for patients including all practice receptionists able to direct patients to the service and offer appointments to extended hours services on the same basis as appointments to non-extended hours services, and patients should be offered a choice of evening or weekend appointments on an equal footing to core hours appointments.
- Under-utilisation of service is consistently challenged at all contract meetings with Extended Access hubs.
- Shared Learning Event to take place for all Extended Access hubs to share good practice.

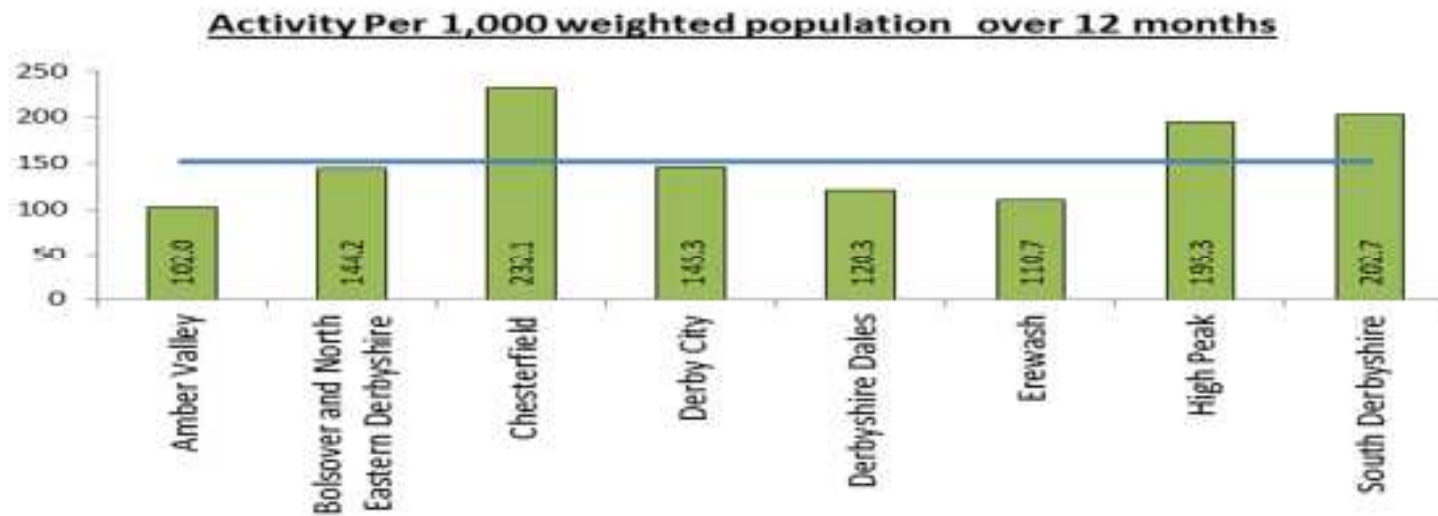
DHU OOH Analysis

Activity

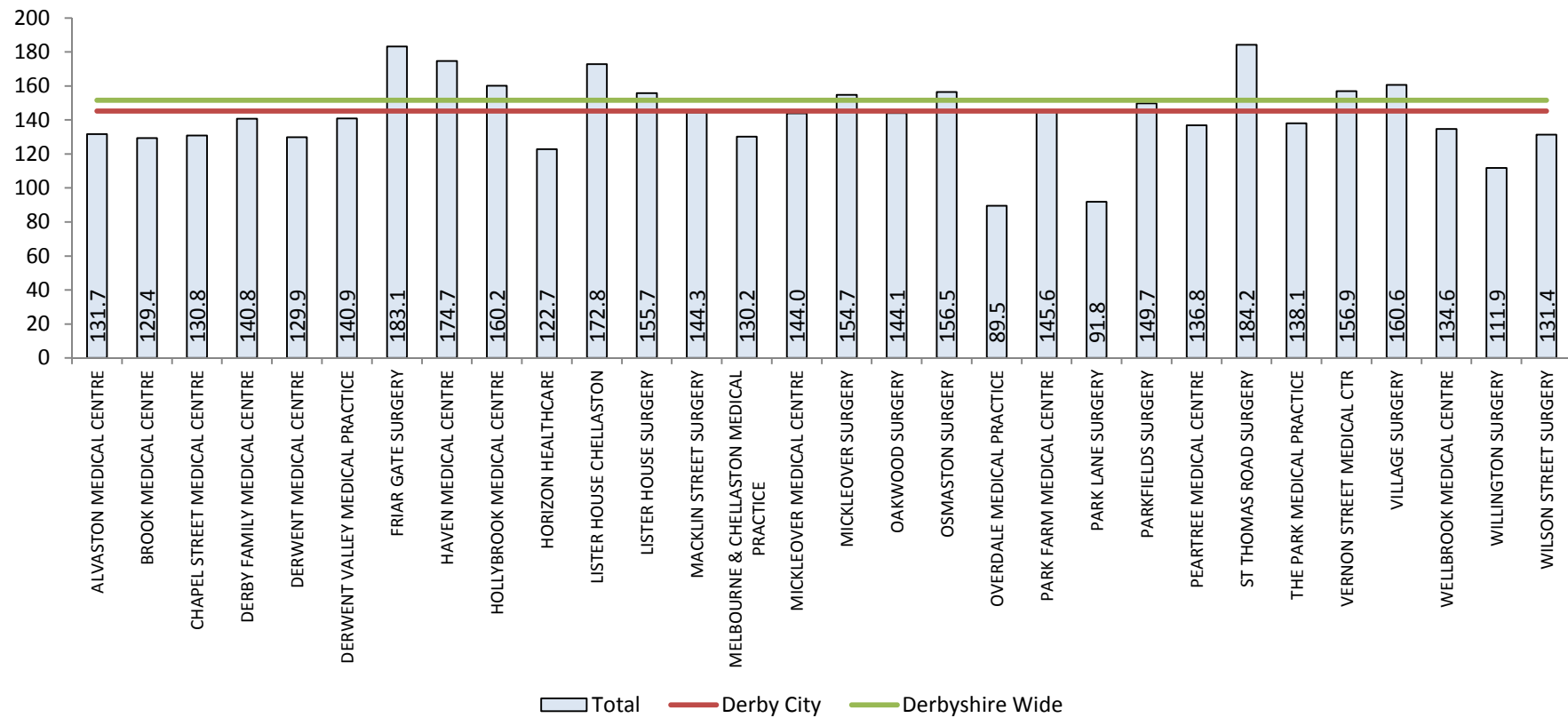
The chart below shows that Derby City as a Place is below the Derbyshire average for OOH activity per 1,000 weighted population. This suggests that Derby City Patients are not over utilising the service.

There are some practices however within Derby City that are potential outliers for usage of the DHU OOH service over the 12 months. There are 3 practices which have 4 or more months within the 12 month period that see activity above the Derbyshire outlier limits. These are Friar Gate Surgery (6), St Thomas Road Surgery (5) and Lister House Chellaston (5).

62% of overall activity within Derby City Place Alliance utilises either Derby NHS Walk in Centre (36%) and Royal Derby Hospital (25%).



Activity Per 1,000 Weighted Population over 12 months (Aug 18 to July 19) for Derby City Practices



The table below shows the initial read code description of Derby City patients who utilises the DHU out of hour's service. The top ten read codes listed description accounts for 55% of total activity.

Derby City Top Ten Initial Read Code Descriptions		
Consultation Read Code Description 1	Total	Percentage
O/E - respiratory rate	12,808	26%
[V]Other reasons for encounter	4,400	9%
NULL	2,337	5%
[D]Abdominal pain	1,270	3%
Urinary Tract Infection	1,156	2%
Skin/subcutaneous infections	1,053	2%
Lower resp tract infection	1,035	2%
Upper respiratory infect.NOS	1,014	2%
Medication requested	751	2%
Pain in limb	734	2%

The next table shows the top ten main consultation outcomes for Derby City Patients over the 12 month period. The top ten listed accounts for 78% of activity.

Derby City Top Ten Consultation Outcomes		
Consultation Informational Outcome 1	Total	Percentage
Treatment Provided	12,585	26%
Self-Care + Call 111 if worsening	9,623	20%
Self-care Provided	4,043	8%
Referred - A&E (not via 999)	2,633	5%
Own GP - Patient to contact - within 48 hrs	2,484	5%
Admitted to Derby Royal	1,329	3%
NULL	1,328	3%
Unable to contact patient	1,293	3%
Own GP - Patient to contact - routine appt.	1,277	3%
Treatment & See Own GP 7 Days	1,214	3%



Derby and Derbyshire
Clinical Commissioning Group

Derby Urgent Care Centre

DUCC current position and future provision

- Discussions taking place re: opportunity to extend the current contract to March 2021 to support the Derby and Derbyshire UTC plans
- In line with national NHS guidance, in the short term the DUCC will be designated as an Urgent Treatment Centre (UTC) from December 2019 until March 2021. Work is ongoing to standardise the Derbyshire UTC offer (Derby City, Ripley, Ilkeston, Buxton, Whitworth)
- Appointments can be booked via NHS 111
- A full service review will take place including engagement with local patients to determine how to encourage more patients to use UTCs rather than A&E

18/19 DUC C Attendances

Core Activity	Item Count
Advice about treatment plan	32342
Other	7391
Treatment Given	2953
Directed to make a GP routine appointment	1448
No X-Ray Facilities	311
Sexual Health Concerns and Contraception	118
PGD Issued Payment	69
PGD Issued Non-Payment	58
Babies under 12 Weeks of age	51
Inappropriate Referral	46
Sent to A&E for X-Ray	31
Mental Health Problems	25
Pregnancy related issues	25
Serious Health Emergencies posing a threat to life, limb or site	5
Road Traffic Collisions	4
Strokes	2
Needle Stick Injuries	1
Total	44880

Follow up	Item Count
To Ring Own GP If No Better or Return	32149
Completed Episodes	27196
Prescription Issued	15073
A&E	2566
Patient Walked Out	2171
Dressing WIC Provided	1029
Referral to GP Appointment made	968
Referred to Pharmacy	964
CED	952
Dressing	927
Dressing GP Provided	668
SAU	284
MAU	238
Referred to Dentist	214
Ambulances	145
Referred to Eye Primary Care	69
ENT	57
Sent to HUB for advice	6
Taxi	5
Total	85681