

# Adult Social Care, Health and Wellbeing Sub-Committee

## GP access and recruitment

**08 September 2016**

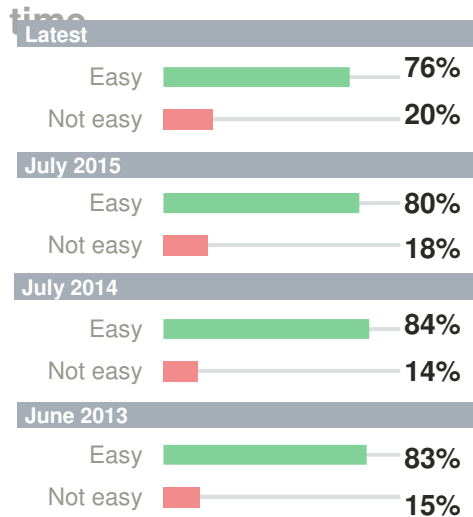
**James Martin – Commissioning and Performance Manager, North Tyneside CCG**  
**Tracy Johnstone – Head of Primary Care, NHS England (Cumbria and North East)**



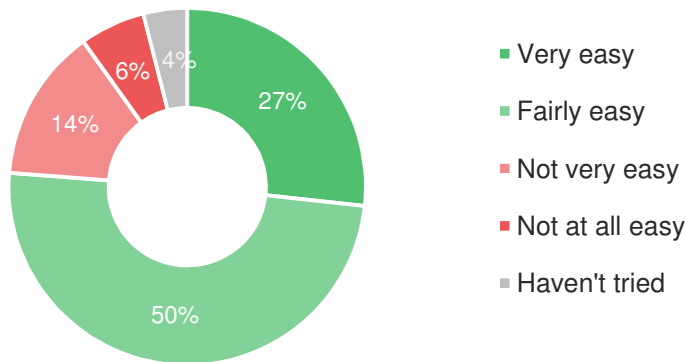
# Ease of getting through to GP surgery on the phone

Q3. Generally, how easy is it to get through to someone at your GP surgery on the phone?

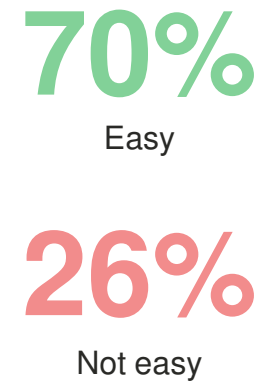
## CCG's results over time



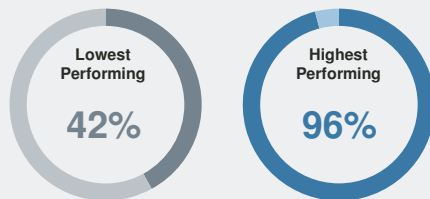
## CCG's results



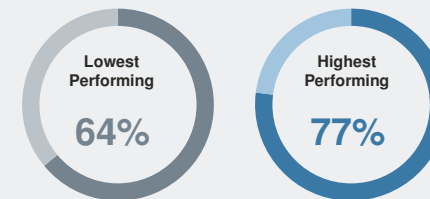
## National results



### Practice range in CCG - % Easy



### Local CCG range - % Easy



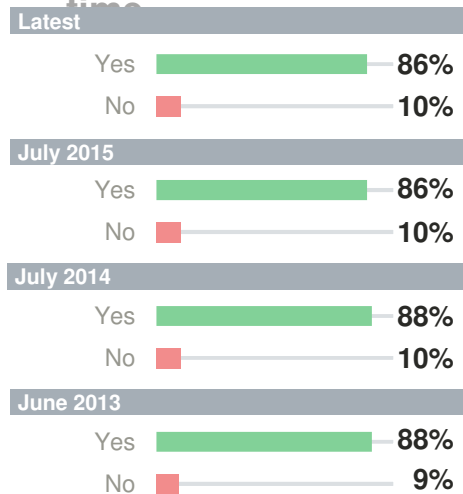
Base: All those completing a questionnaire: National (832,192); CCG 2016 (3,272); CCG 2015 (3,274); CCG 2014 (3,383); CCG 2013 (3,638); Practice bases range from 100 to 126; CCG bases range from 1,227 to 9,114

%Easy = %Very easy + %Fairly easy  
%Not easy = %Not very easy + %Not at all easy

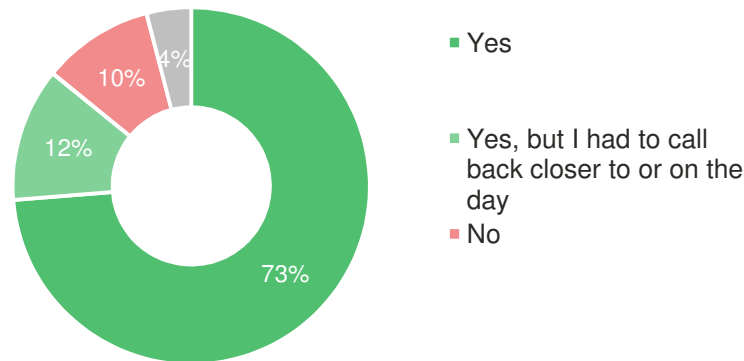
# Success in getting an appointment

Q12. Last time you wanted to see or speak to a GP or nurse from your GP surgery, were you able to get an appointment to see or speak to someone?

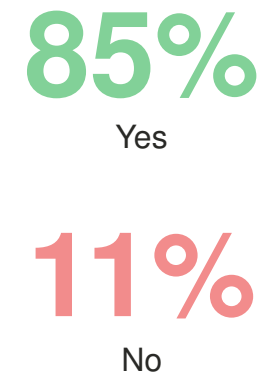
CCG's results over time



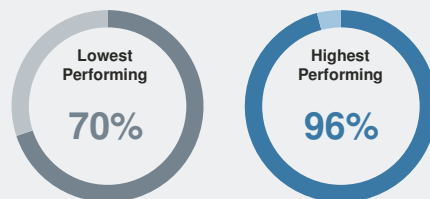
CCG's results



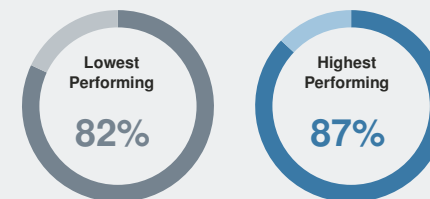
National results



Practice range in CCG - % Yes



Local CCG range - % Yes



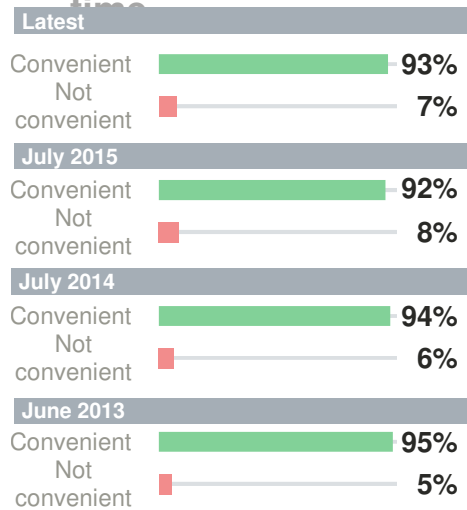
Base: All those completing a questionnaire: National (798,498); CCG 2016 (3,115); CCG 2015 (3,169); CCG 2014 (3,304); CCG 2013 (3,542);

Practice bases range from 95 to 126; CCG bases range from 1,161 to 8,687

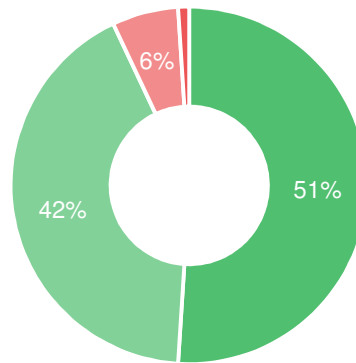
# Convenience of appointment

## Q15. How convenient was the appointment you were able to get?

### CCG's results over time

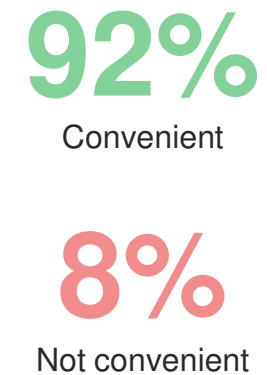


### CCG's results

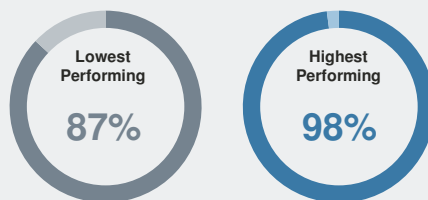


- Very convenient
- Fairly convenient
- Not very convenient
- Not at all convenient

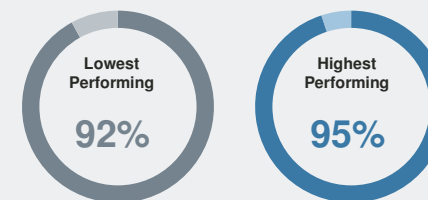
### National results



### Practice range in CCG - % Convenient



### Local CCG range - % Convenient



Base: All those able to get an appointment: National (685,063); CCG 2016 (2,696); CCG 2015 (2,782); CCG 2014 (2,927); CCG 2013 (3,148);

Practice bases range from 76 to 110; CCG bases range from 1,015 to 7,749

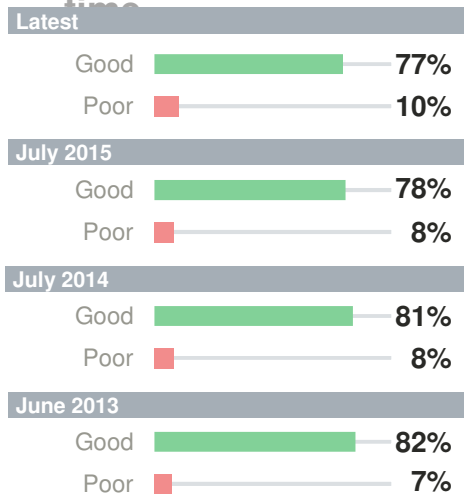
%Convenient = %Very convenient + %Fairly convenient

%Not convenient = %Not very convenient + %Not at all convenient

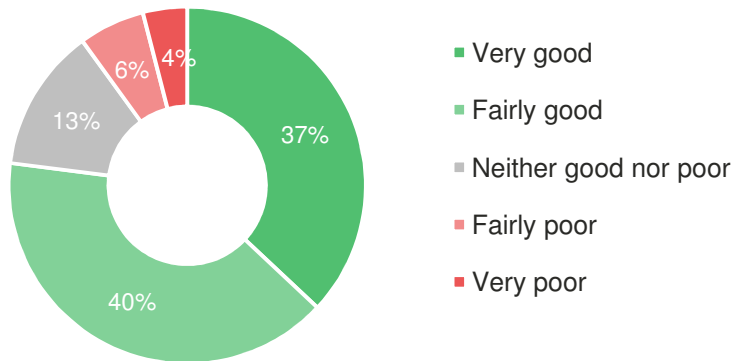
# Overall experience of making an appointment

Q18. Overall, how would you describe your experience of making an appointment?

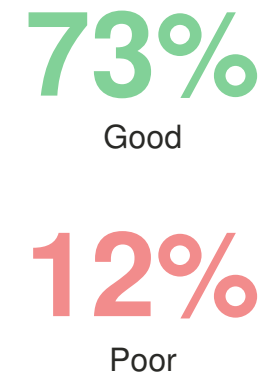
## CCG's results over time



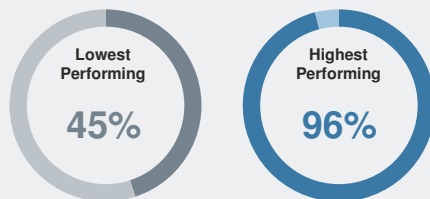
## CCG's results



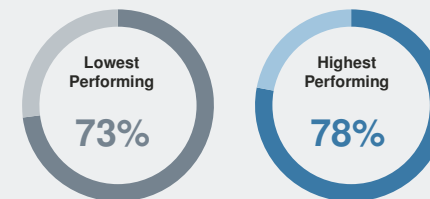
## National results



### Practice range in CCG - % Good



### Local CCG range - % Good



Base: All those completing a questionnaire: National (795,484); CCG 2016 (3,093); CCG 2015 (3,166); CCG 2014 (3,278); CCG 2013 (3,535); Practice bases range from 92 to 124; CCG bases range from 1,149 to 8,628

%Good = %Very good + %Fairly good  
%Poor = %Fairly poor + %Very poor

# Context

## ■ **Increasing demand**

- Population increasing - projected increase of 23,000 residents by 2032
- Aging population – 51% increase in >65 year olds
- More patients with long term conditions, on complex medication – more time in primary care to manage
- Reduced funding across health and social care
- Policy - government pledge that all patients to have access to 7-day GP care by 2020

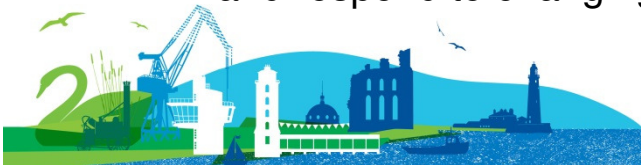
## • **Reduced capacity**

- GP training places unfilled
- High proportion of newly trained GPs choosing to locum or work for Out Of Hours providers



# General Practice Forward View

- Open acknowledgement of the pressures that general practice is facing.
- Commitment to increasing the proportion of investment going into general practice services in the longer term.
- Sets out a number of one-off measures to address immediate problems whilst funding comes on stream, which also support transformation.
- NHS England published the General Practice Forward View (GPFV) on 21 April 2016.
- The GPFV was developed with Health Education England and in discussion with the RCGP and other GP representatives.
- It sets out national commitments to stabilise and transform general practice, improving services for patients and investing in new ways of providing general practice services.
- The GPFV sets out a package of national investment and transformation.
- This is a five year programme of work, and it will be important that we continue to learn and respond to changing circumstances



# General Practice Forward View

## Investment

- **Further £2.4 billion a year by 2020/21 into general practice services (14% real terms increase).**
- **A five year £500 million national sustainability and transformation package to support GP practices and includes additional funds from local clinical commissioning groups (CCG).**





# General Practice Forward View



North Tyneside  
Clinical Commissioning Group

## WORKFORCE



Creating an extra  
**5,000**  
**doctors**  
working in general practice



**3,000**  
**new**  
fully funded  
practice-based  
**mental health**  
**therapists**



**1,000**  
**new**  
**physician**  
**associates**



Extra  
**£6 million**  
in practice  
manager  
development



Extra  
**1,500**  
co-funded  
practice **clinical**  
**pharmacists**



Extra minimum  
**£15**  
**million**  
investment as part of  
general practice nurse  
development strategy



Working together to maximise the health and wellbeing of North Tyneside communities by making the best use of resources.

# General Practice Forward View

## WORKLOAD



An extra  
**£16 million**  
to provide services  
for doctors suffering  
burn-out (expected  
December 2016)

**£30 million**  
'Releasing Time  
for Patients'  
programme  
to release  
capacity



**10 high  
impact  
actions'**  
to support staff  
working across  
the practice



**£45 million**  
extra funding nationally over five  
years to help **reception and clerical  
staff** play a greater role in  
signposting and clinical paper work

**Working to  
simplify** the  
reporting and  
payment  
systems








New legal requirements in the  
**NHS Standard Contract** for hospitals in relation  
to hospitals/general practice interface from April 2016



# General Practice Forward View

**PRACTICE INFRASTRUCTURE**

|   |  |
|---|--|
|  <p>Over <b>£900 million</b> capital investment in estates and technology infrastructure</p> |  <p><b>£45 million</b> extra investment to support practices to adopt online consultations</p>  |
|  <p><b>18 percent</b> increase in CCG allocations for IT and technology provision</p>       |  <p>Four year <b>£40 million</b> practice resilience programme, starting in 2016</p>  |
|   |  <p><b>New technology and self care</b> creating approved Apps library, offering patients more online self care services and full IT interoperability across practices</p> |



# Tripartite Primary Care Strategy



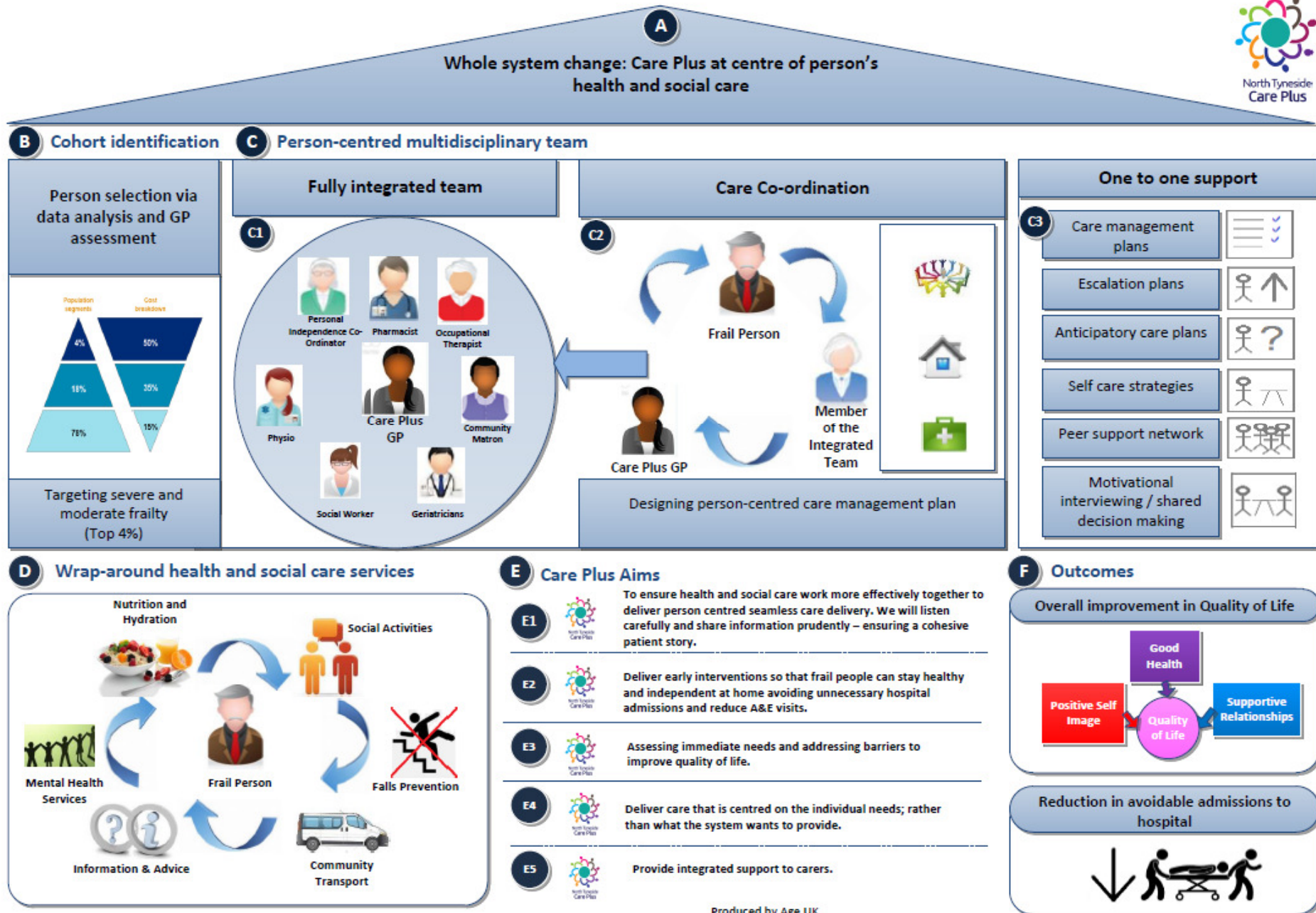
North Tyneside  
Clinical Commissioning Group

- A collaboration between TyneHealth GP Federation, Newcastle & North Tyneside LMC and North Tyneside CCG.
- Focus on 4 key workstreams
- **1. Redesigning Access to Primary Care** - Changing how we deliver urgent and same day appointments
- **2. Extended Primary Care Team (EPCT)** – broadening the skill mix within the primary care team with collaborative working to deliver the best care for each patient, and free up GP time to do the things that only GPs can do
- **3. Integrating Specialist Support** - bring specialist skills into the community, closer to patients, to support the primary care team to deliver whole-person healthcare.
- **4. Prevention and self-management** - supporting people to manage their own health, linking them with social support systems in their community and identifying when a non-clinical intervention will produce the best experience and outcomes for patients.



Working together to maximise the health and wellbeing of North Tyneside communities by making the best use of resources.

# Projects already underway / completed – Care Plus pilot



# Projects already underway / completed

## CCG Transformation team

- Patient Online – all practices
- Practice websites updated for 7 practices
- Practice mobile app developed for 11 practices
- Woodlands park telephone system
- Patient partner pilot
- Document scanning projects at 7 practices
- Streamlined admin process at 2 practices
- Marine Ave GP appointments process
- Workforce planning and access project at Portugal Place
- Workforce planning and recruitment project at West Farm

