



North East London
Clinical Commissioning Group

GP Access

Meeting name: Havering Health Overview Scrutiny Sub Committee
Presenters: Sarah See, Director Primary Care Transformation
Dr Atul Aggarwal, Havering Clinical Lead

Date: 22 September 2021



Background

- NEL became a single-CCG from April 2021
- One objective of these changes is to seek to improve all aspects of clinical care through closer working and collaboration, as well as seeking to reduce variation in how care is commissioned and delivered across NEL.
- From a general practice perspective, there is variability in the quality and range of services commissioned and the health outcomes for patients.
- We also know that our population is increasing, demand for services is rising and there are workforce challenges across all of healthcare all of which have been exacerbated by the Covid-19 pandemic.
- In response to these challenges, the CCG has developed a wide portfolio of development projects under the Transformation Programme with the key aim of improving both access to and the quality of services available to patients across the whole of NEL, with a key focus on reducing health inequalities for our diverse population.
- The ambition is to develop a sustainable model for Primary Care as a key element of the NEL integrated Care System.



Principles

1. Tackling inequalities should be a key focus, with an emphasis on sharing best practice across areas
2. Maintain the subsidiarity principle, with services being commissioned and managed locally to agreed NEL wide standards.
3. Move toward an outcomes-based approach to commissioning and delivery
4. Move toward a population-health needs basis for the delivery of services at place level
5. Where appropriate this work will be clinically-led, with any changes to services happening in a safe way
6. Support development of primary care networks as key partners in their boroughs



Access and Patient Survey results

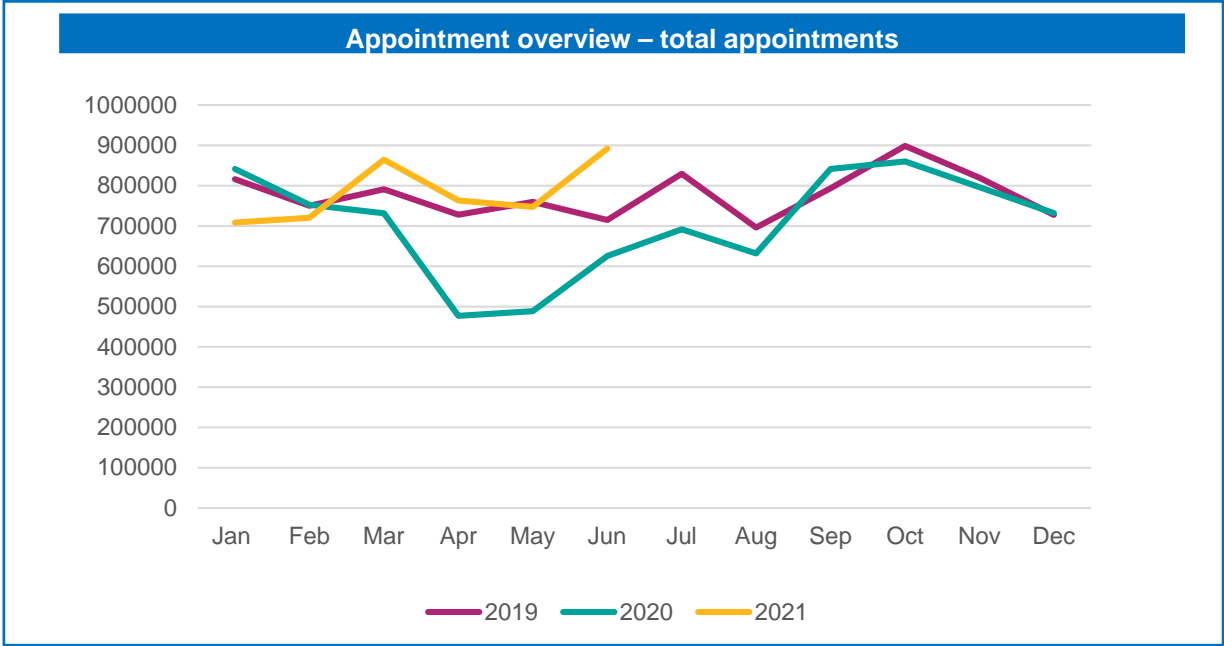


Access and Appointments in Primary Care

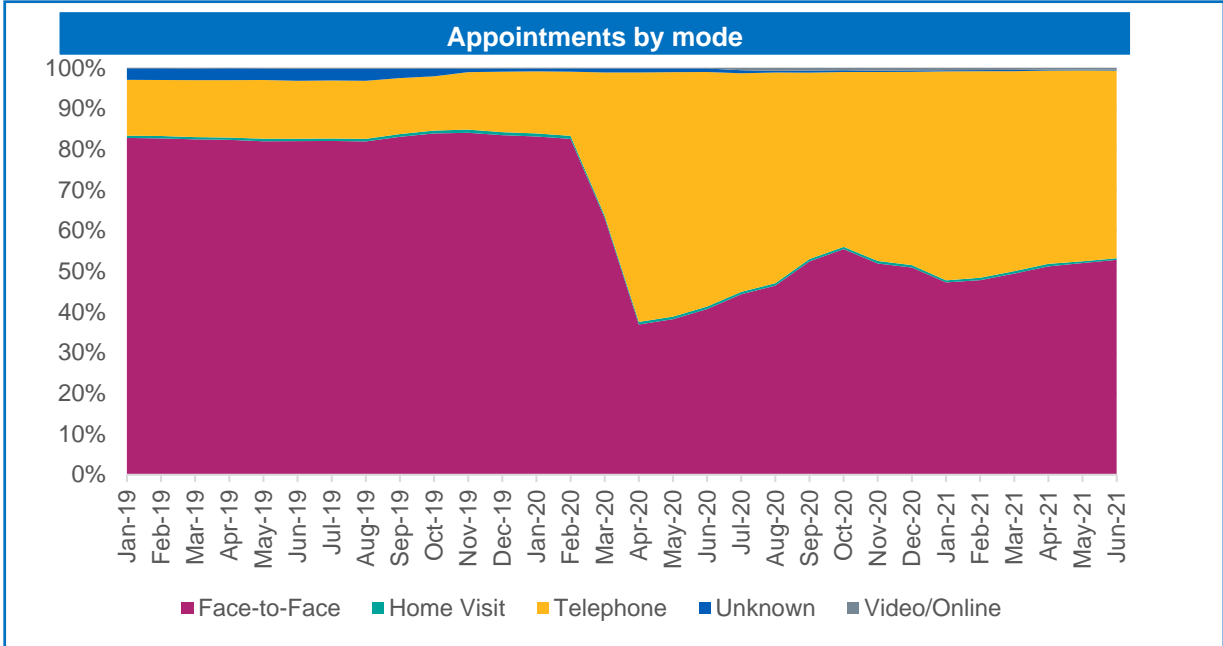
Summary update

Access and appointments

- Data shows a significant rise in the number of appointments after a decline during 2020 and the pandemic period (see below in the appointment overview chart).
- In summary Chart 1 shows that practices are seeing more patients than before the pandemic, and that practices are starting to increase the number of face to face appointments (Chart 2), while still offering patients the benefits of the virtual appointments (triage and consultation) that were introduced at huge pace to support patients throughout the pandemic.
- The following caveat should be considered when interpreting the data as explanation to a potential anomaly in the data - “appointments marked as online, video or video conference are shown as “Video/Online”. This may or may not include a video element. Non-video based online consultations such as live chat or VOIP and video based appointments are all included in this category.”
- As part of the Operating Plan, the CCG was asked to submit planned activity levels to meet the national requirement to increase appointments in General Practice. The latest data is from June 2021, which shows that planned appointments were 20% more across NEL than was expected on our plans (total count = 891,848).
- The attendance rate across NEL for June 2021 was 90.6%
- The CCG is aware that coding issues at practices are potentially effecting the accurate reporting of the number of appointments, with some patients offered multiple appointments through different modes being recorded as one appointment.
- The CCG is currently undertaking a piece of work on access under the New Models of Care project, to review the as is position across all 7 areas and to produce a set of principles for how patients access services across NEL; to describe and share best practice; to reflect on and mitigate where there are less favourable outcomes or barriers for patients because of new post Pandemic access models.



Source: NHS Digital, NEL GP Practice Appointments: <https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice>.



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GP Services in Barking, Havering & Redbridge (BHR)

1 July 2020- 30 June 2021

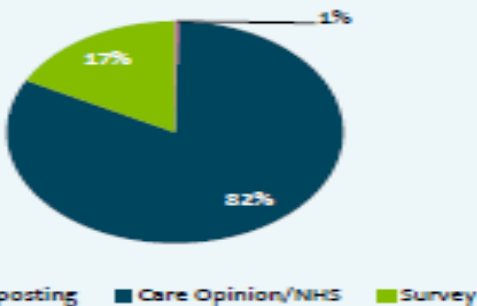
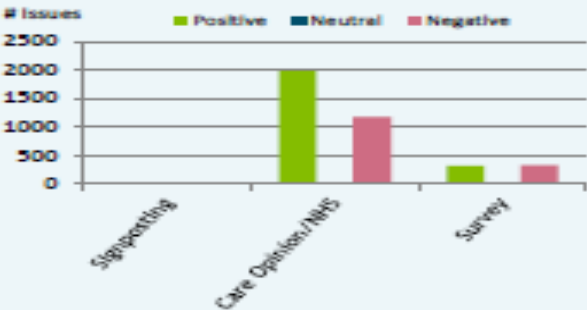
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Community Insight Dashboard

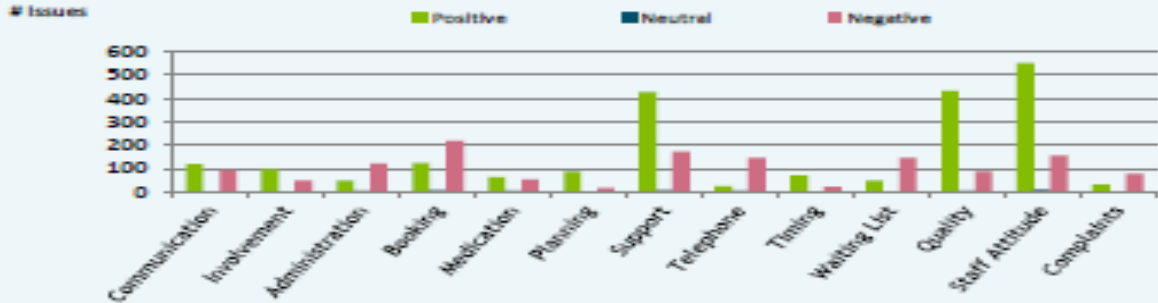


1. Source: 3867 issues from 683 people



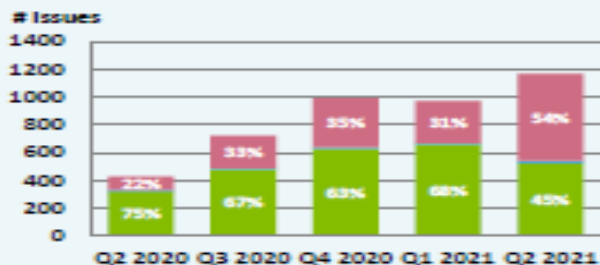
Top sources displayed

2. Trends

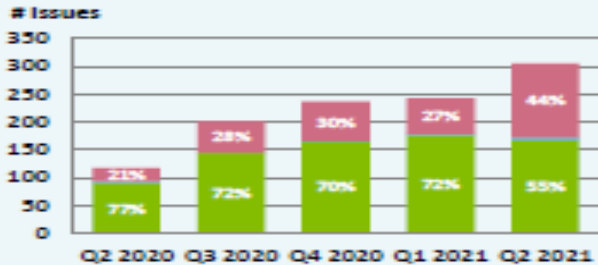


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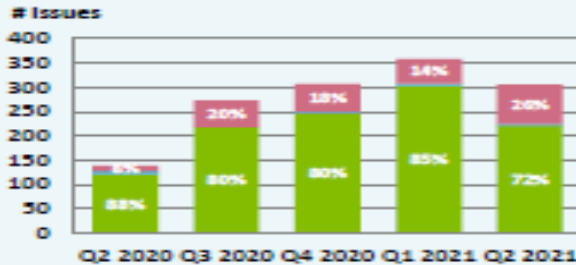
3.1 Timeline: Overall Sentiment



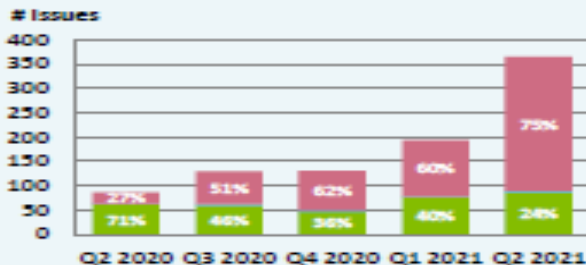
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 23%
Down by 17%
Down by 13%
Down by 16%

Annually

Down by 30%
Down by 22%
Down by 16%
Down by 47%

Trends by Satisfaction Level


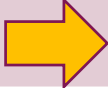








Planning (84%)
Quality (83%)
Staff Attitude (77%)
Timing (76%)
Support (70%)











Telephone (14%)
Waiting List (25%)
Administration (27%)
Complaints (28%)
Booking (36%)

National GP Survey: % saying overall experience of GP practice is Good









Overall experience of GP practice - % Good	Change	2021	2020	2019
England		83%	82%	83%
NEL CCG		77%		
City and Hackney		83%	83%	83%
Tower Hamlets		77%	74%	75%
Newham		76%	74%	76%
Waltham Forest		78%	75%	77%
Redbridge		76%	73%	74%
Barking and Dagenham		71%	71%	74%
Havering		82%	80%	78%

National GP Survey: % finding it easy to get through to the GP practice on the phone









Getting through to the GP practice on the phone - % that found it easy	Change	2021	2020	2019
England		68%	65%	68%
NEL CCG		64%		
City and Hackney		81%	74%	74%
Tower Hamlets		70%	63%	67%
Newham		65%	56%	58%
Waltham Forest		65%	59%	61%
Redbridge		58%	50%	52%
Barking and Dagenham		61%	58%	61%
Havering		72%	65%	64%



National GP Survey: % satisfied with GP appointment times on offer

% satisfied with GP appointment times on offer	Change	2021	2020	2019
England		67%	63%	64%
NEL CCG		64%		
City and Hackney		74%	67%	69%
Tower Hamlets		65%	58%	60%
Newham		66%	60%	63%
Waltham Forest		65%	63%	63%
Redbridge		62%	56%	58%
Barking and Dagenham		62%	57%	58%
Havering		66%	59%	60%

% that found it easy to use practice website for accessing services or getting information

% saying it was easy to access services or get information from the practice website	Change	2021	2020	2019
England		75%	76%	77%
NEL CCG		67%		
City and Hackney		73%	71%	69%
Tower Hamlets		69%	68%	67%
Newham		69%	68%	70%
Waltham Forest		66%	69%	69%
Redbridge		66%	67%	66%
Barking and Dagenham		62%	68%	68%
Havering		72%	71%	71%

Next Steps

Work has started locally to look at the new models of care – following the rapid introduction of digital access during the pandemic. Along with a piece of work around practice websites, following the Healthwatch reports.

However, we are keen to understand what more can be done locally to improve access:

- What areas of access should be focused on?
- What are the key questions that should be asked?
- What's the best way to do this work and involve patients and communities?

