

ONE BROMLEY

WORKING TOGETHER TO IMPROVE HEALTH AND CARE IN BROMLEY

GP Access

Health Scrutiny Sub-Committee
17 January 2023

Outline

This report provides an update on:

- Progress towards improving the experience of accessing primary care services
- Data on demand and activity in general practice in Bromley
- Transformation initiatives in train to improve access in Bromley



Data provided in this report is taken from GP clinical systems, eConsult and Ipsos MORI. No patient identifiable data has been accessed. Data quality is dependent on the original source data.

Recent challenges for General Practice

Group A Strep & Scarlet Fever

- Resulted in extremely high numbers of patients requiring urgent F2F GP consultations
- Briefing materials and training delivered quickly - joint primary care/hospital initiative
- Practices absorbed unprecedented demand, alongside additional capacity through rapidly mobilised GP-led paediatric hubs
- Demand exacerbated by liquid antibiotic shortages requiring patients to return to GPs
- Pharmacies and practices initiated liaison to support prescribing according to available stock

Winter pressures

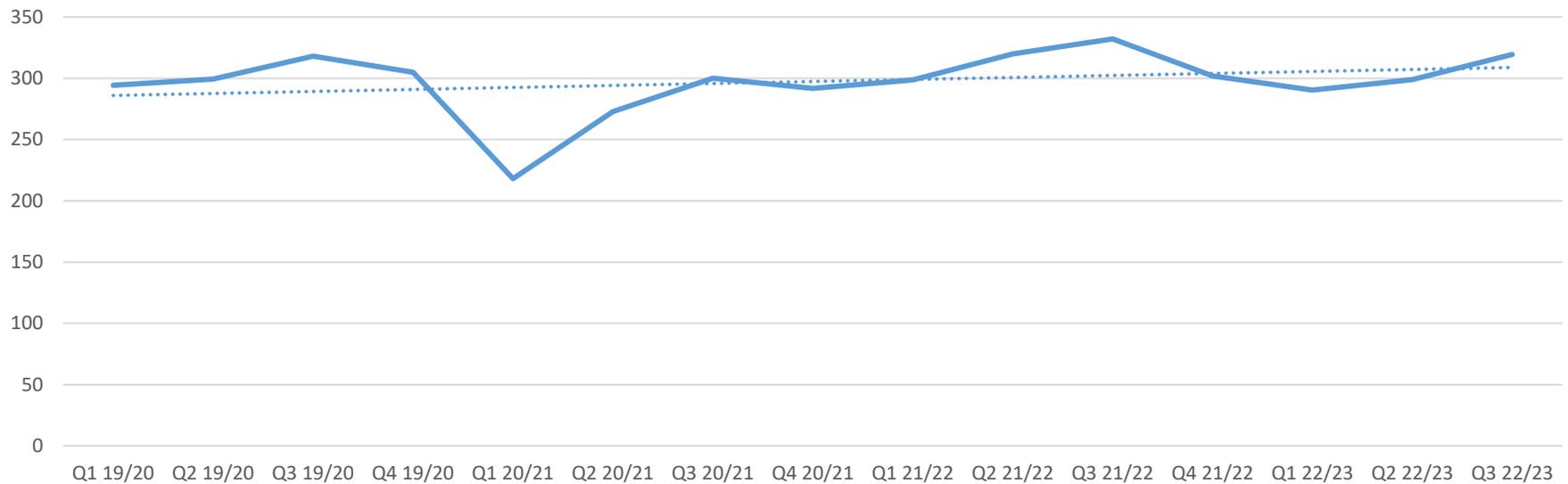
- Despite high vaccination rates amongst Bromley patients, this year has found higher levels of flu circulating in community, alongside other respiratory and viral infections
- Also affecting the general practice workforce, resulting in staffing shortages

Industrial action

- General practice changed clinics and staffing in anticipation of higher demand than usual for same day urgent care on days of industrial action.

General practice appointments

General Practice appointments in Bromley: rates per 1000 patients

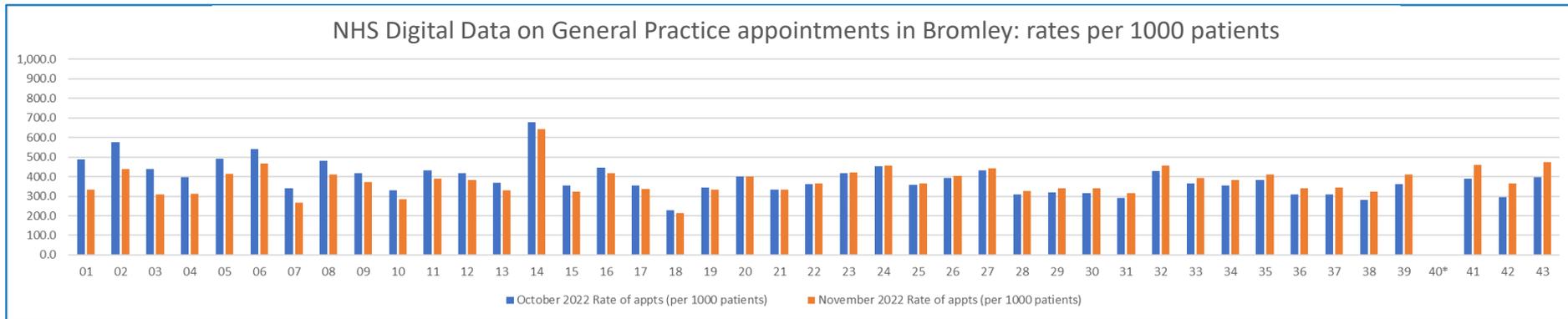


Data as of 03/01/23

The number of appointments being offered in general practice is rising gradually. These appointments are being provided by a wider range of primary care clinicians.



Appointments data from NHS Digital



*practice line withdrawn due to substantial data inconsistencies

NHS Digital has recently published experimental GP appointments data. This data does not include all types of appointments, nor does it include related clinical activity. It also has some data quality issues to be resolved. It therefore does not currently match directly with practice or ICS data on appointment numbers.

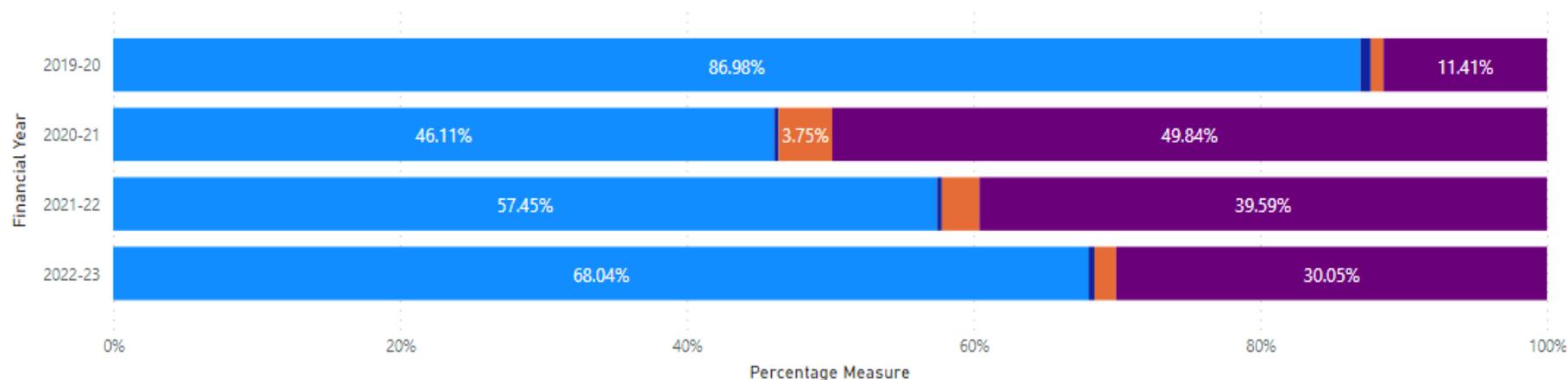


General practice appointment types

Percentage Measure

BY FINANCIAL YEAR, ENCOUNTER

Encounter ● Face to Face ● Home Visit ● Online ● Telephone



Data as of 03/01/23

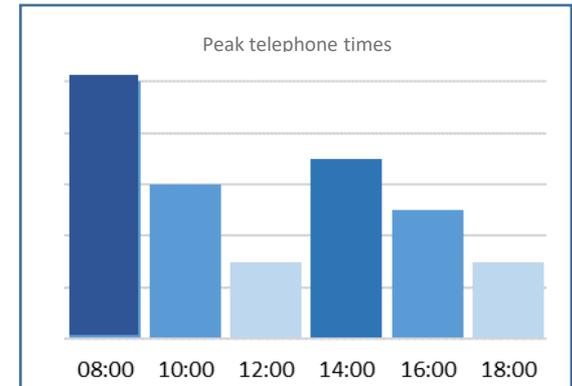
The majority of appointments are face-to-face, with continued provision of remote consultations such as telephone, video or online, for patients where requested or as appropriate. Where physical examination is needed for diagnosis or treatment, these are required to be face-to-face.



High level of demand for primary care

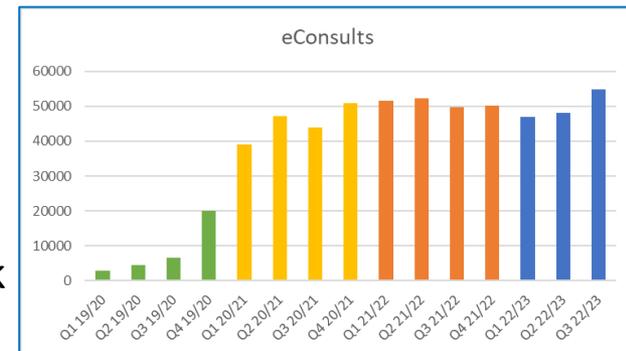
Telephone contacts remain high

This continues to be the preferred route for contacting the practice, however there are extreme peaks of demand when appointments are released each day.



Online consultations service is well utilised

Enables patients to submit enquiries at times convenient to them, avoiding the need to wait on the telephone.



SMS contacts are increasing

Trialled new functionality so patients could choose and book their winter flu appointment; enables pre-appointment questionnaires and telehealth care (remote monitoring)

NHS App promoted across country

Practices are encouraging Bromley residents to try the app eg for test results, as convenient alternatives to phoning.



Primary care networks: increasing convenient access

The 2022 GP Patient Survey indicated that patient satisfaction with appointment times needs to improve. However, many practices have reported difficulties recruiting sufficient numbers of qualified GPs and nurses to provide appointments when patients most want them.

Workforce

- To help maintain sufficient capacity, there is a wider primary care team of clinicians and healthcare professionals working alongside GPs and nurses.
- These roles are shared between groups of practices known as PCNs.

Enhanced Access clinics

- Patients can now book appointments, two weeks' ahead, on weekday evenings, or Saturdays, with a local clinician from their practice's PCN.
- As PCNs, these clinics can provide primary care services such as routine screening, vaccinations, long-term condition monitoring and other pre-bookable appointments at convenient times for their patients.

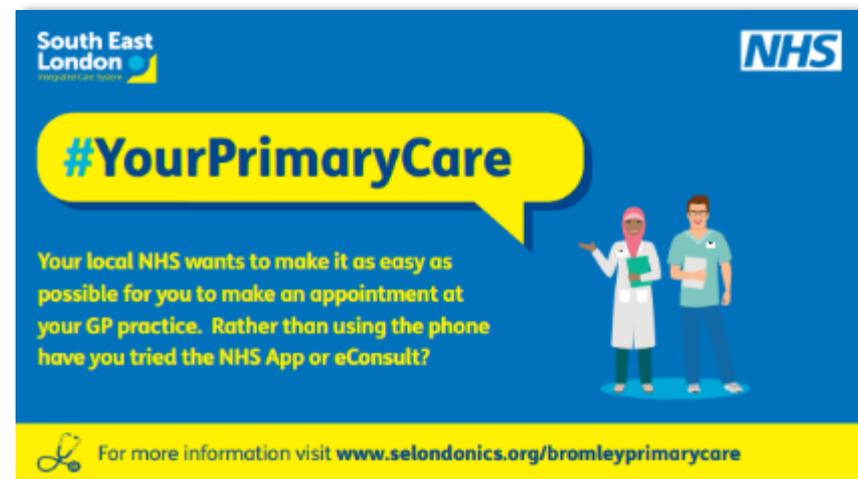


Meeting the preferences and needs of patients

Patients' needs and preferences vary, and by increasing the options for contacting and accessing general practice, primary care can better respond to meeting these different needs.

The pen profiles in the appendix aim to illustrate some of the variety of ways patients can contact their practice and receive the care they need appropriately and responsively for their situation.

By diversifying access and ways of providing care, we are aiming to find more sustainable ways of meeting the primary care needs of Bromley residents.



Engaging the public

- We began the Primary Care campaign to better engage with members of the public about the key changes in general practice and to explain the ways patients can access their GP practice.
- The next phase of the Primary Care campaign is promoting our core messages through:
 - The Together Through Winter leaflet to Bromley households
 - [A video summarising the campaign messages](#)
 - Information on Practice Websites
- We are now looking for creative ways to bring these changes to life for Bromley residents and to understand the potential barriers they may face in using services differently.



Continuing improvements to access

- Scoping exercise with practices to identify and prioritise where there is need for **improved telephony systems**
- Assessment of **good practice in use of telephony systems** to better monitor and reduce waiting times where possible
- Audited current websites and procured a **new website service for GP practices and PCNs** to provide easy-to-use, public-sector compliant websites, with more online functions for patients
- Quality improvement projects to **improve patient experience and operational efficiency**
- Primary care is participating in the One Bromley **recruitment campaign** to promote roles in general practice.
- Bromley Education & Training Hub launched a refreshed programme of reception and admin training to support a **better patient experience when contacting the practice.**

11 practices prioritised for national cloud telephony funding when released

Guidance to improve telephony experience and commissioned expertise to help make technical changes

Immediate updates to improve patient experience now and new websites later this year

Courses include conflict management, anti-violence training, telephone skills, disability awareness and IT skills.

Appendix: pen profiles of Bromley patients

The patient & their need	Contacting the practice	What happens next
<p>Thomas, 88, recently widowed</p> <p>Concerned about effects of newly started medication</p>	<p>Calls the practice, who books him an appointment with the clinical pharmacist due to his multiple medications</p>	<p>The clinical pharmacist reviews his medications, identifying the changes needed to his prescription. Spotting signs of loneliness and potential social isolation, Thomas is invited to speak with the Social Prescribing Link Worker.</p>
<p>Jennifer, 42, working mother of 3</p> <p>Received notification to book her smear test</p>	<p>Uses the link in her SMS notification to book an appointment slot.</p>	<p>The Nurse undertakes Jennifer's routine smear test on Saturday morning, at a time when Jennifer has been able to arrange childcare. As a result, Jennifer has not been required to take time off work.</p>
<p>Susan, 67, active grandmother</p> <p>Developed a persistent back pain after caring for her grandchildren</p>	<p>Visits the practice reception to ask about how to get help and advice quickly.</p>	<p>The Practice directly refers Susan to the First Contact Physiotherapist, who sees and assesses Susan. Susan is monitored through a course of physiotherapy and exercises.</p>
<p>Simon, 19, college student</p> <p>Experiencing stress and anxiety about his studies and college life.</p>	<p>Checks the practice website for advice and follows the link for online self-referral.</p>	<p>Talk Together Bromley assesses Simon, then arranges an online cognitive behavioural therapy course. This helps him better manage his stress and anxiety so he can continue his course.</p>
<p>David, 26, commutes into the city</p> <p>Worried about a rash that has appeared on his body.</p>	<p>Raises an eConsult on his smartphone, attaching a photo of the rash, before he travels to work.</p>	<p>The GP reviews David's eConsult during a dedicated virtual consultation clinic; obtaining advice from a dermatologist remotely. David's prescription is sent directly to his nominated pharmacy for collection.</p>
<p><i>Alongside proactive, preventative and targeted primary care contacts with patients.</i></p>		