

# **ONE BROMLEY**

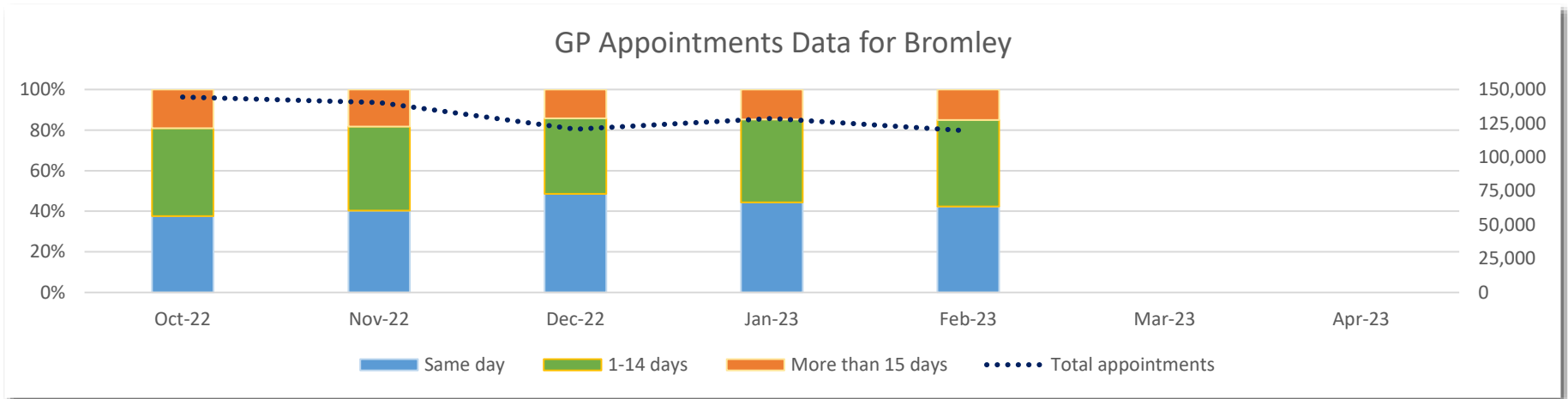
WORKING TOGETHER TO IMPROVE HEALTH AND CARE IN BROMLEY

## Update on GP Access

Health Scrutiny Sub-Committee  
20 April 2023

# Appointments: demand and capacity

The majority of appointments across Bromley practices are consistently being booked within 2 weeks.



Where routine care or specific follow up (eg new medication monitoring) is required, these will typically fall into the 15 days+ bracket.

Source: GP Appointments Data (GPAD), NHS Digital. GPAD enables comparative data on GP practice appointments. Please note, GPAD has been categorised as experimental data to reflect known data quality and accuracy issues (eg variation in appointment book management, and exclusion of PCN-level clinics). Bromley practices have been working to improve data quality since the first data release in November 2022. This will be an area of continued local and national focus during 23/24.



# Appointments: DNAs

Did Not Attend (DNA) rates in Bromley for February 2023 were recorded as 5,209 appointments. This represents nearly 4.5% of appointments available that month.

The percentage of DNAs varies between practices from the least at **1.35%** to the most at **5.99%** of all available appointments at the practice.

The average number of appointments per 1000 patients in Bromley during February was 382. On average, in February there were 15 appointments lost per 1000 patients.

This data will be analysed for the practices experiencing the greatest number of DNAs to identify possible causal factors. Practices with low DNA rates will be invited to share their approaches to reducing DNAs so best practice can be adopted more widely.

Source: GP Appointments Data (GPAD), NHS Digital. DNA data was first published by NHS Digital in March 2023 for the February 2023 period.



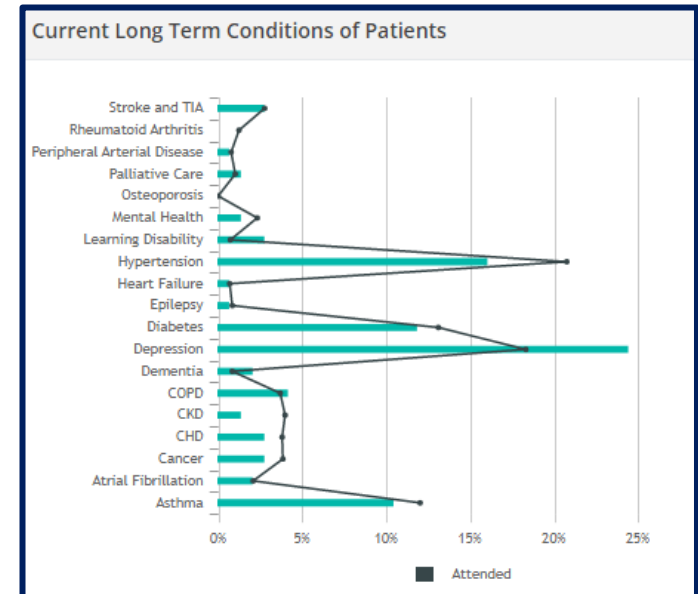
# Deep dive: DNAs

Improved DNA analysis now available through new data management system being rolled out across Bromley practices.

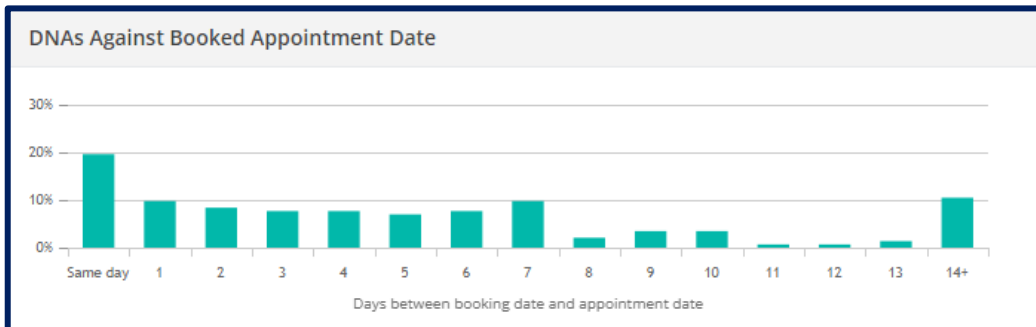
Day & Time Breakdown

Rates    Counts    Duration <sup>1</sup>

	Mon	Tue	Wed	Thu	Fri
08:00 - 10:00	2.2%	2.5%	1.7%	1.6%	1.5%
10:00 - 12:00	3.2%	4.4%	2.8%	3.9%	4.6%
12:00 - 14:00	0%	0%	0%	7.1%	7.7%
14:00 - 16:00	1.8%	2.2%	5.1%	0.8%	2.8%
16:00 - 18:00	4.3%	1.5%	8.7%	2.4%	4.2%
18:00 - 20:00	-	-	-	-	-
Daily Rate	2.7%	3.1%	3.6%	2.5%	3.3%



DNA Count	Total DNA Duration <sup>1</sup>	Sex	Current Age <sup>2</sup>
3	0h 30m	Female	17
3	0h 40m	Female	44
2	0h 20m	Female	57
2	0h 10m	Female	54
2	0h 40m	Female	61
2	0h 25m	Male	26
2	0h 40m	Female	46
2	0h 25m	Male	15
2	0h 30m	Male	45
2	0h 40m	Female	41



# Public engagement: positive messaging

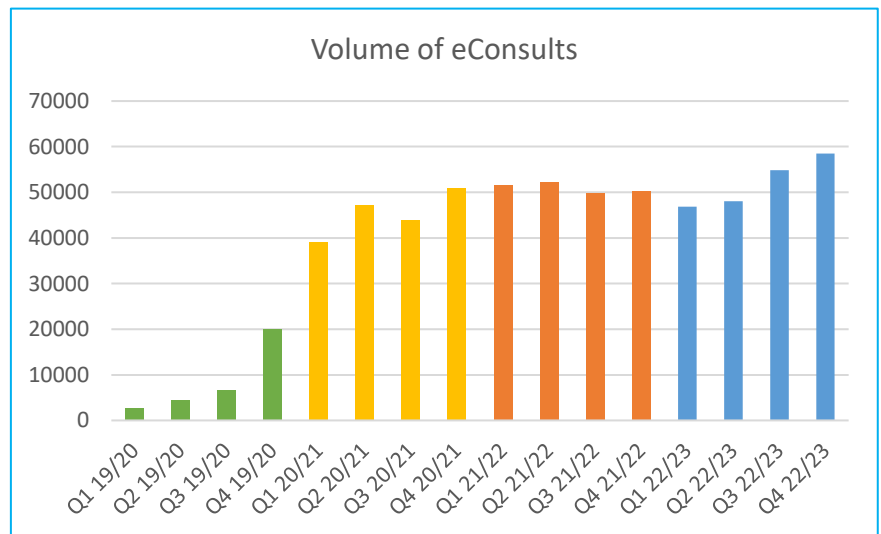
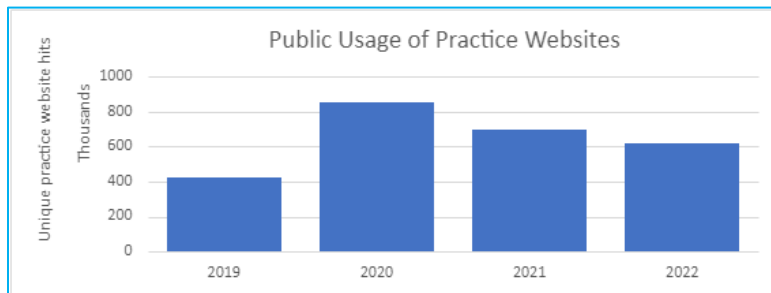
Behavioural research has indicated positive messaging can be more successful when seeking to engage people and change behaviours. Using this approach in public messaging may help general practice build more effective relationships with their patients.

- Adopted in primary care campaign: video and poster
- Addressing DNAs – invited patient feedback on alternative style of message
- Using approach to inform PPG engagement on changes in primary care
- Reflecting these types of messages on the new practice websites – now live
- Promoting ways to equip people to adapt to these changes, eg Digital 'life skills' and courses across the borough



# Public engagement: health inclusion

The expanding use of digital and other modern technology in healthcare brings risks of excluding people without the requisite skills or access to technology. Bromley appears to have good levels of digital literacy. Work is underway to maximise these access channels as a means to maintaining traditional access too.



Percentage of Bromley patients registered for the NHS App: **60%**  
Range across practices: 44% - 67%

Actions include working with local providers to include NHS App and online health consultations as part of their course content on digital life skills



# Public engagement: accessible websites

New websites have gone live across Bromley practices this April, offering greater functionality and easy to use tools to keep them updated for the public.





# Primary care resilience: workforce

A major risk to primary care resilience relates to workforce. More GPs and Practice Nurses are leaving than joining.

This presents the greatest challenge for general practice to increase the levels of appointments and care. There are instances across the country of practices closing as a result of lack of staffing.

Local actions in response include:

- Investing in growing more GP trainers across Bromley
- Consolidating local GP flexible staffing bank
- With BETH, maximising clinical capacity through training of:
  - Nursing workforce, led by Nurse Facilitators
  - Non-clinical staff to build personal resilience and advanced technical skills
  - Practice management to run practices efficiently using modern tools
- One Bromley *Work with Us* recruitment campaign, launching in May, includes targeted work to attract new people to primary care careers in Bromley





# Primary care resilience: premises

Traditionally, GP practice premises have been the responsibility of the GP partners, and typically owned by one or several GP partners. The national estates landscape has changed, and there is an increasingly mixed model of premises ownership.

The growing volume of premises owned by private landlords is a potential risk factor for the GP practice, should the landlord wish to change the terms of the tenancy or dispose of the premises.



- 42% of premises owned by GPs in Bromley
- 16% of premises owned by NHS property management organisations
- 42% of premises owned by private landlords

Figures are as a percentage of GP practices in Bromley. This does not account for size of the premises or volume of patients registered with each practice. The figures exclude other Bromley locations used for primary care services.

Many premises would benefit from investment to maintain the building to a suitable standard, and/or to expand clinical space. An extensive process of surveying all GP practices to ascertain the state and improvements required has been underway and will inform a premises improvement plan for Bromley.

# Future developments: local and national

- Engagement sessions held with GP teams and as a primary care system
- Many comments and concerns from clinicians and their teams reflected those heard from elected members in relation to maintaining good GP access
- Informing approach to transforming health and care services at a neighbourhood level, both as a primary care system and as a One Bromley partnership
- Building Bromley delivery plan to implement the recommendations by Dr Claire Fuller in her National stocktake of primary care
- Piloting **Integrated Neighbourhood Teams** already and will further build on these over the coming year
- A national Access Recovery Plan for General Practice is anticipated; currently developing local access improvement plans at PCN-level for Bromley.

