WORKING TOGETHER TO IMPROVE HEALTH AND CARE IN BROMLEY

Update on GP Access

Health Scrutiny Sub-Committee
5 September 2023

Our focus on GP Access

Bromley has adopted a multi-faceted programme of work as part of a long-standing commitment to improving GP access.

Patient satisfaction with GP access includes consideration of:

a) Demand-related factors

- Patient preferences
- Unidentified need coming to light gradually since Covid
- Extended waiting times requiring intermediate care

b) Capacity-related factors

- Workforce
- Experience and seniority of clinicians
- Sufficient premises space
- At-scale primary care offer

Our priority is now also reflected nationally in the 'Recovering Access to Primary Care' plan, alongside elective recovery and community recovery plans.
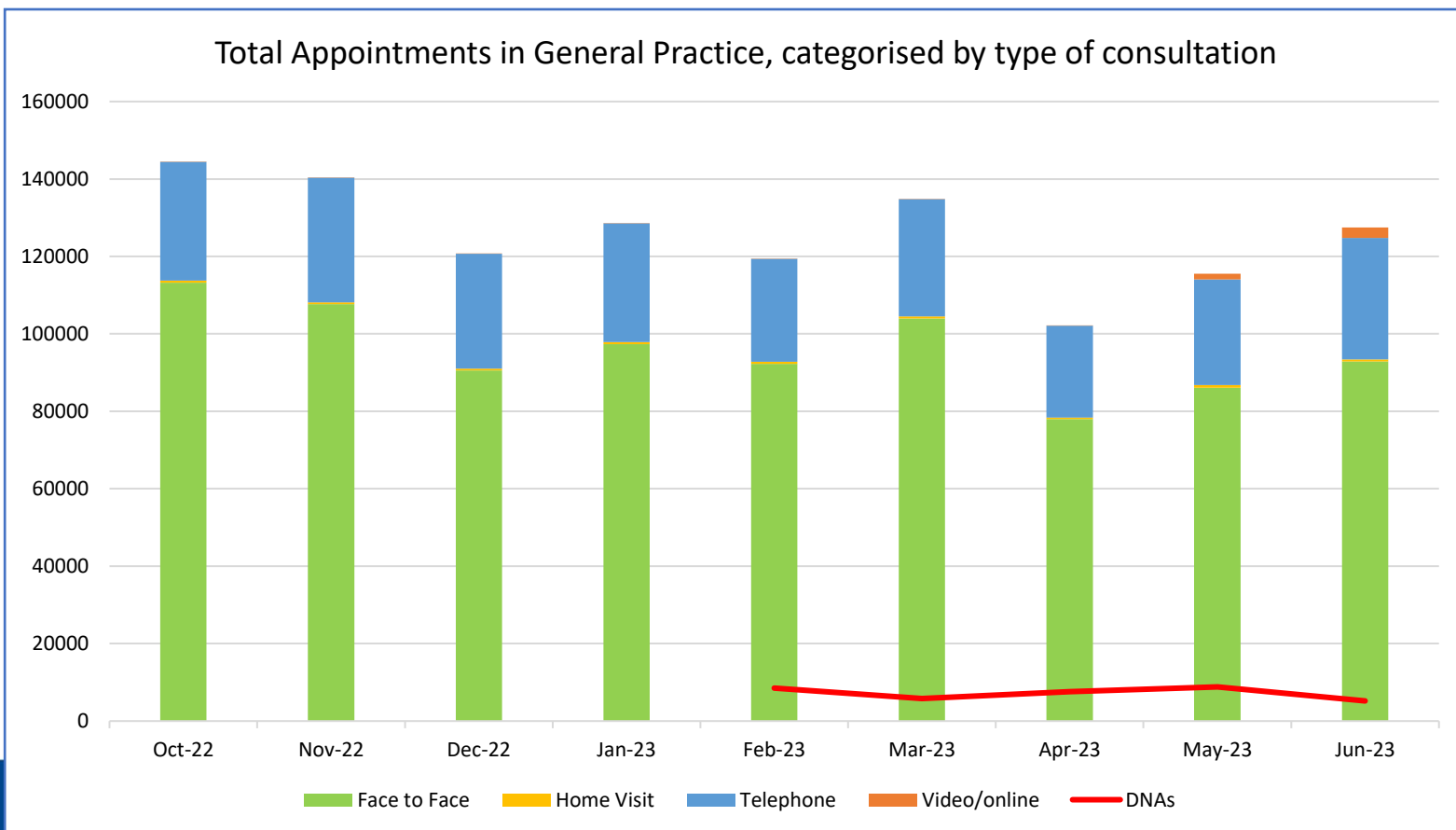
National GP Patient Survey results

Summary of question	2021 average results			2022 average results			2023 average results*		
	National	SEL	Bromley	National	SEL	Bromley	National	SEL	Bromley
Q.1 Ease of getting through to GP practice on the **phone**	68%	67%	66%	53%	51%	50%	50% ↓	48% ↓	49% ↓
Q2. **Helpfulness** of receptionists at GP practice	89%	88%	89%	82%	80%	81%	82% →	80% →	84% ↑
Q.4 Ease of use of **website** services	75%	71%	74%	67%	60%	62%	65% ↓	58% ↓	60% ↓
Q.21 Overall experience of **making an appointment**	71%	69%	71%	56%	53%	53%	54% ↓	50% ↓	52% ↓
Q.30 Confidence and trust in the **healthcare professional**	96%	95%	95%	93%	92%	93%	93% →	92% →	93% →
Q.32 **Overall experience** of GP practice	83%	81%	84%	72%	69%	71%	71% ↓	67% ↓	70% ↓

*Colour coded Bromley results compared to SEL average. Trend arrows comparing to 2022 results for that geographical region

GP Practices and PCNs are implementing plans to improve patient experience of access over the coming year. Practices which are outliers in any one or more area have been identified, and work is underway to understand what additional support may be required to address the underlying causes of this gap.
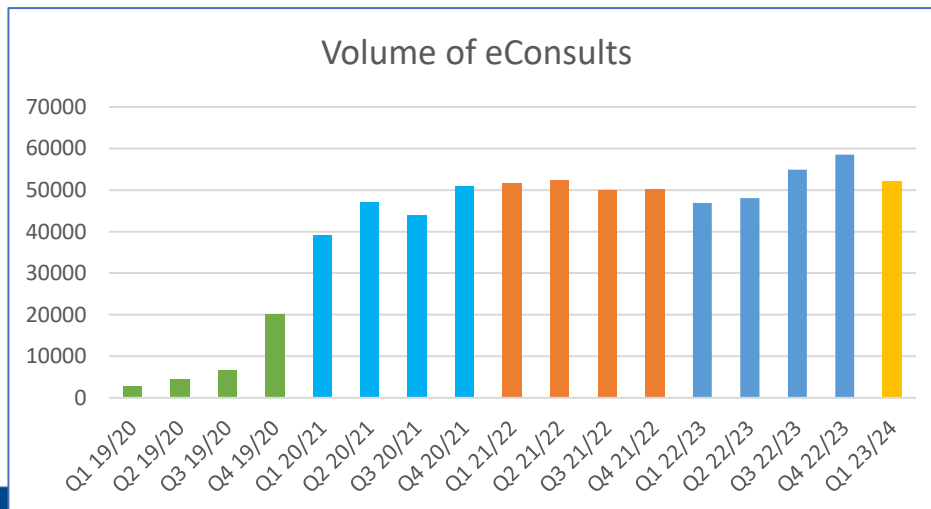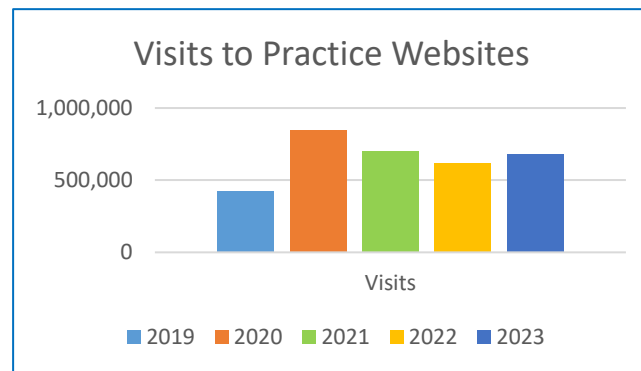
GP appointments in Bromley

A national standard for recording appointments was first introduced in 2021. This has helped to improve the consistency of appointments data. Monthly publications of appointments data began late 2022. Data quality improvements continue in order to improve the comparability of this data.

Total Appointments in General Practice, categorised by type of consultation

Legend: Face to Face, Home Visit, Telephone, Video/online, DNAs

Relieving pressure on telephone lines

Virtual access to general practice is expanding rapidly and forms a central facet of the national recovery plan. Bromley practice websites clearly outline how to self-refer to many local services, avoiding the need to ring the practice at all.

Visits to Practice Websites

Legend: 2019, 2020, 2021, 2022, 2023
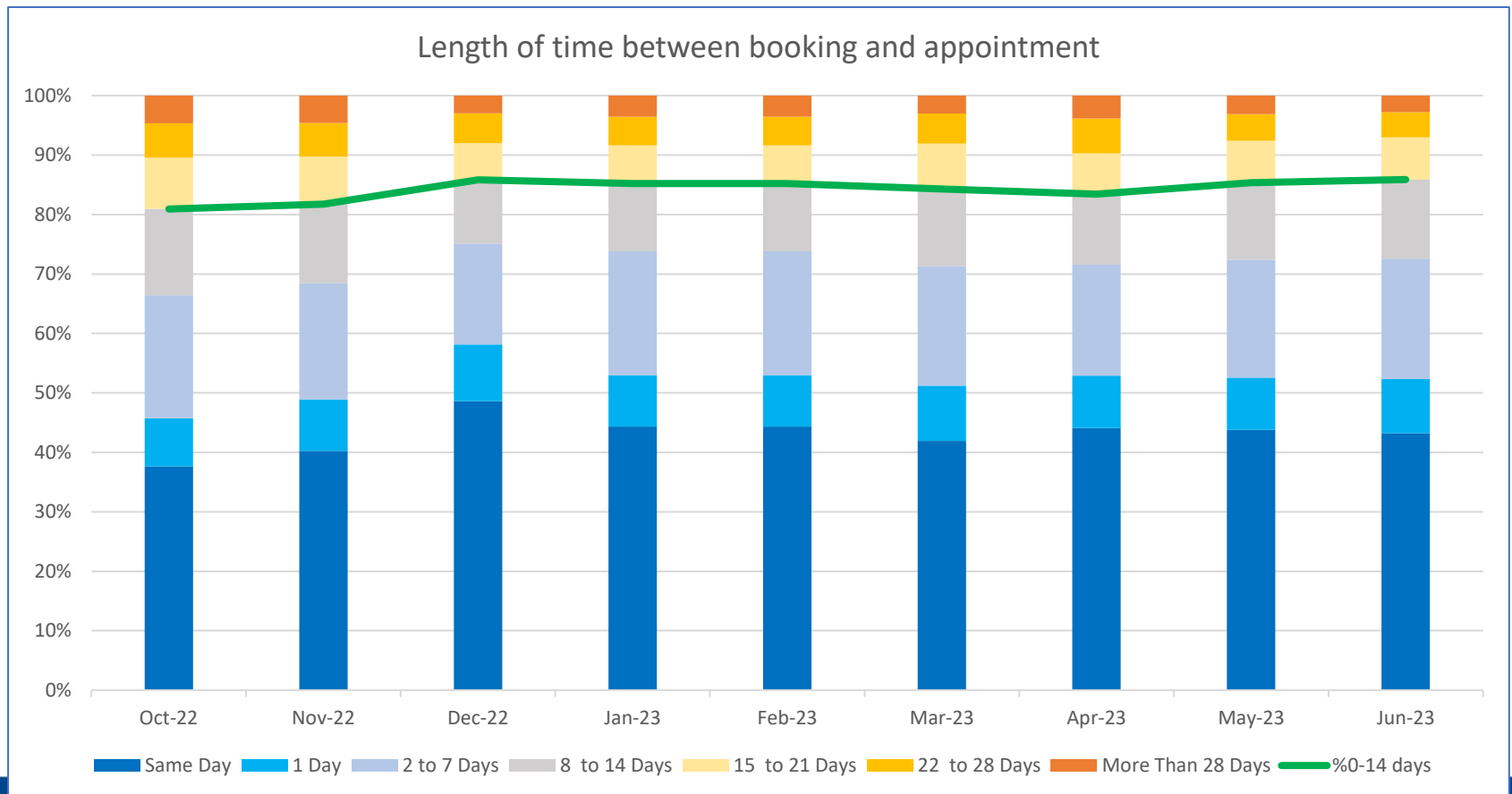
Volume of eConsults

59% of Bromley patients have registered on the NHS App

In May 2023, nearly 4000 GP appointments were booked via the App
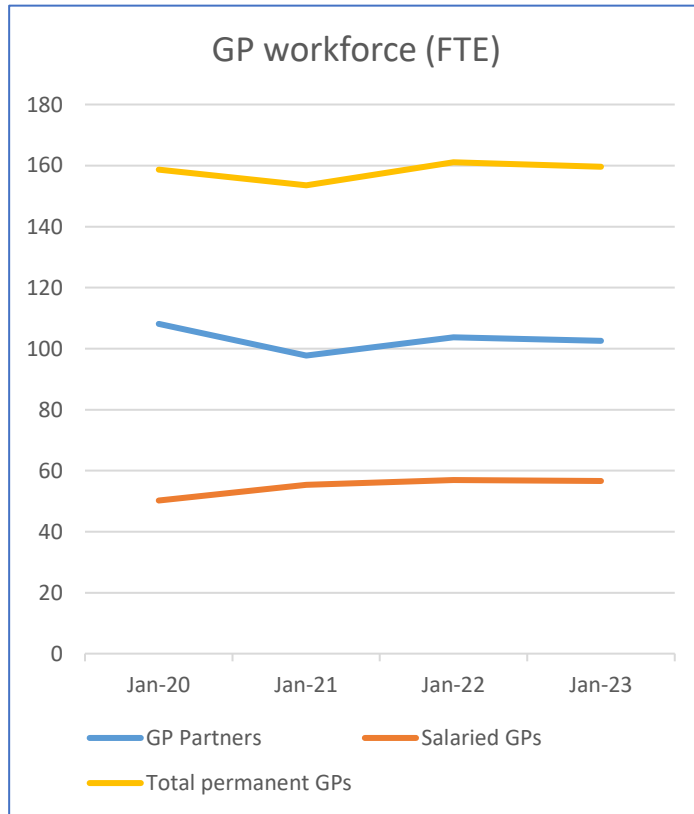
Around 30,000 repeat prescriptions are ordered this way every month

Time between booking and appointment

A new national target expects 85-90% of appointments to be within 14 days of booking. This accounts for a longer clinically defined window, eg as a follow up appointment, and for patient choice.

Length of time between booking and appointment

Legend: Same Day | 1 Day | 2 to 7 Days | 8 to 14 Days | 15 to 21 Days | 22 to 28 Days | More Than 28 Days | %0-14 days

Trends in General Practice workforce
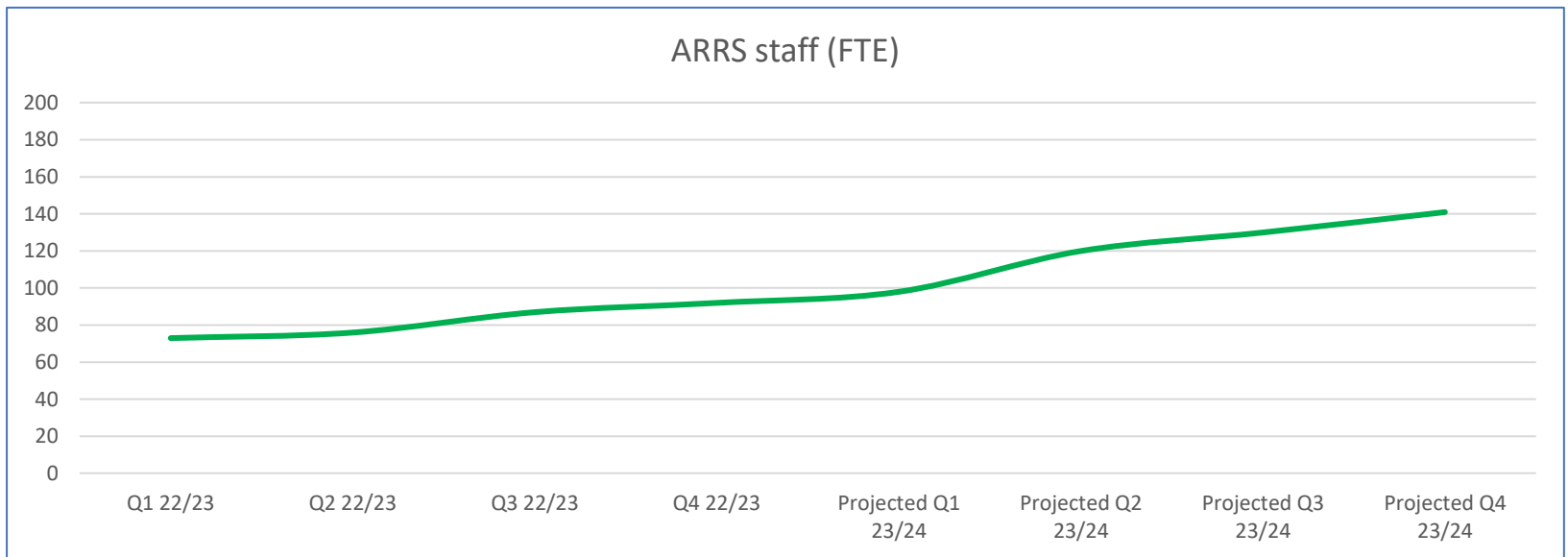

GP workforce (FTE)

Nursing workforce (FTE)

30% of the GP workforce are aged 55 or older. The loss of experienced, senior GPs can have a disproportionate effect on the practice's capacity.
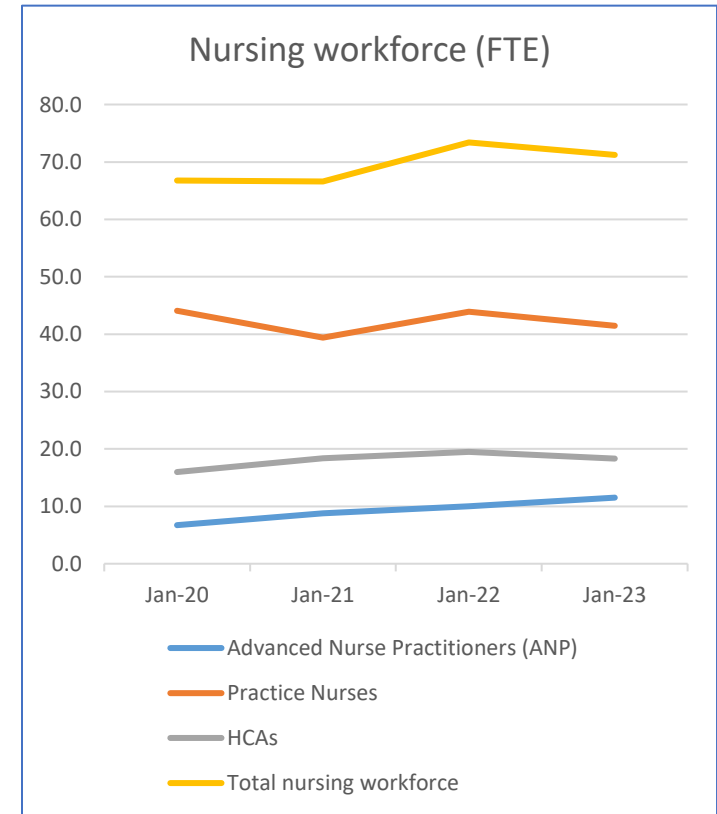
38% of the local nursing workforce are aged 55 or older. This presents a risk to the routine care and long term condition management in general practice.

Expanding the roles in general practice

The Additional Roles Reimbursement Scheme was introduced in 2019 as part of the national strategy to improve access to general practice. There are now many new roles to create multidisciplinary teams in general practice. This is designed to expand general practice capacity and widen the range of offers available in primary care.

ARRS staff (FTE)

Quarter	FTE
Q1 22/23	~73
Q2 22/23	~75
Q3 22/23	~85
Q4 22/23	~90
Projected Q1 23/24	~95
Projected Q2 23/24	~115
Projected Q3 23/24	~125
Projected Q4 23/24	~140

Additional targeted capacity this winter

Combination of face-to-face and virtual consultations to enable as many appointments offered as possible to patients safely and conveniently

Prioritising children's health and respiratory conditions which typically peak in winter and require additional primary care capacity

Flexible model which can respond to emerging demand or other short notice need (for example, outbreaks)

Working with health and care partners to strengthen the pathways between primary care and other services (for example, with 111)

Engaging the public in further changes

The national strategy to improve GP access will involve further changes in how patient requests are assessed and allocated (also known as triage). There is also a greater emphasis on self care and self-management.

- Bromley developed a localised primary care campaign last year, focusing on messages around access

- Practices are engaging their PPGs and patients on how they introduce changes to GP access in their surgery

- The expanded practice team is central to achieving the requisite capacity for the increased levels of demand – a national media campaign explains the benefits of these new roles.
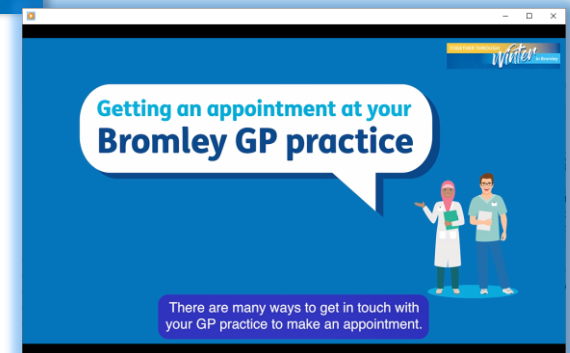
# Appendix: Data pack

Data sources:

- [National GP Patient Survey](#), Ipsos

- [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).

- [National Workforce Reporting System](#) (NWRS), NHS Digital

- [General Practice Workforce Official Statistics](#), NHS Digital
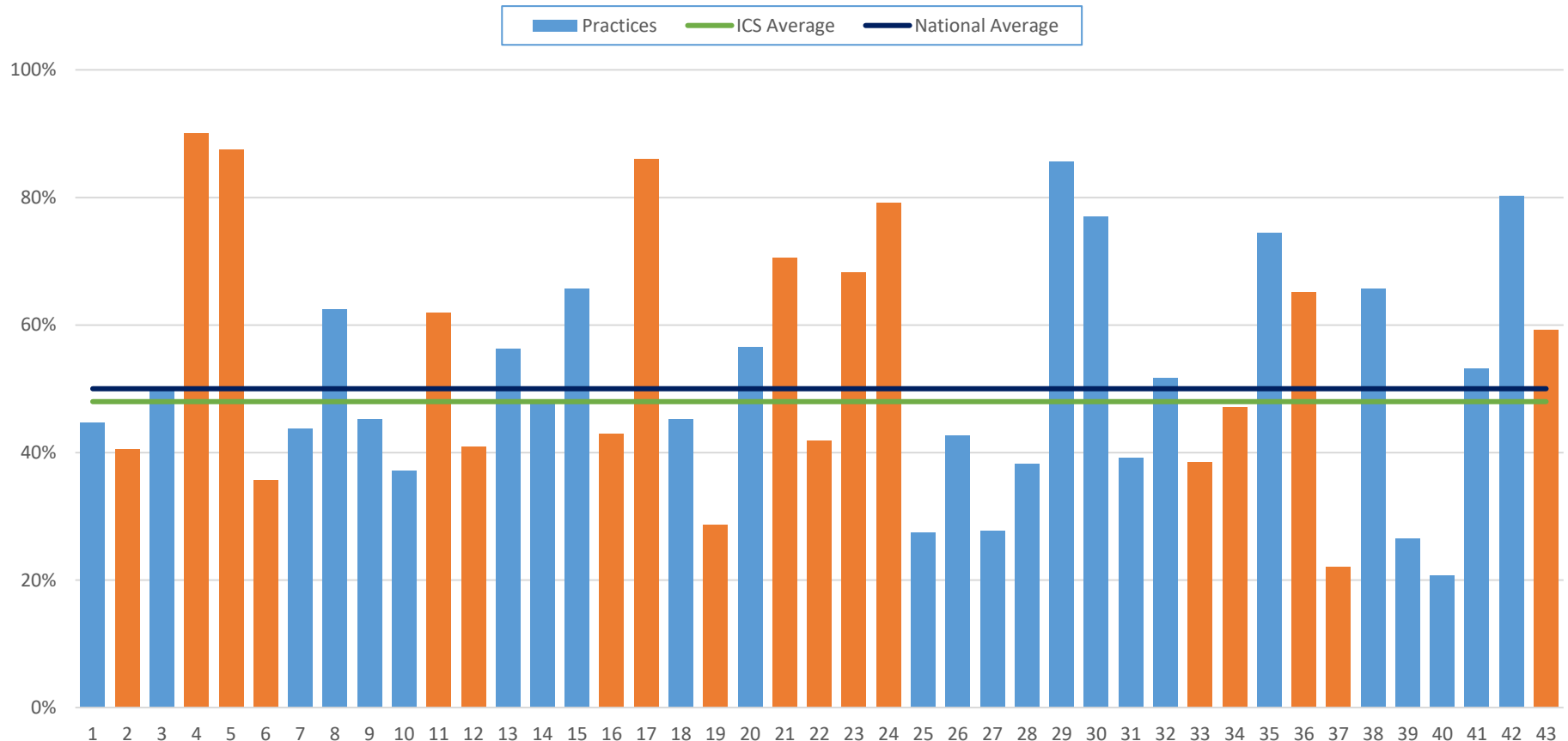
GPPS: Overall experience by practice

Percentage of patients saying their overall experience of their GP practice was 'very good or fairly good'
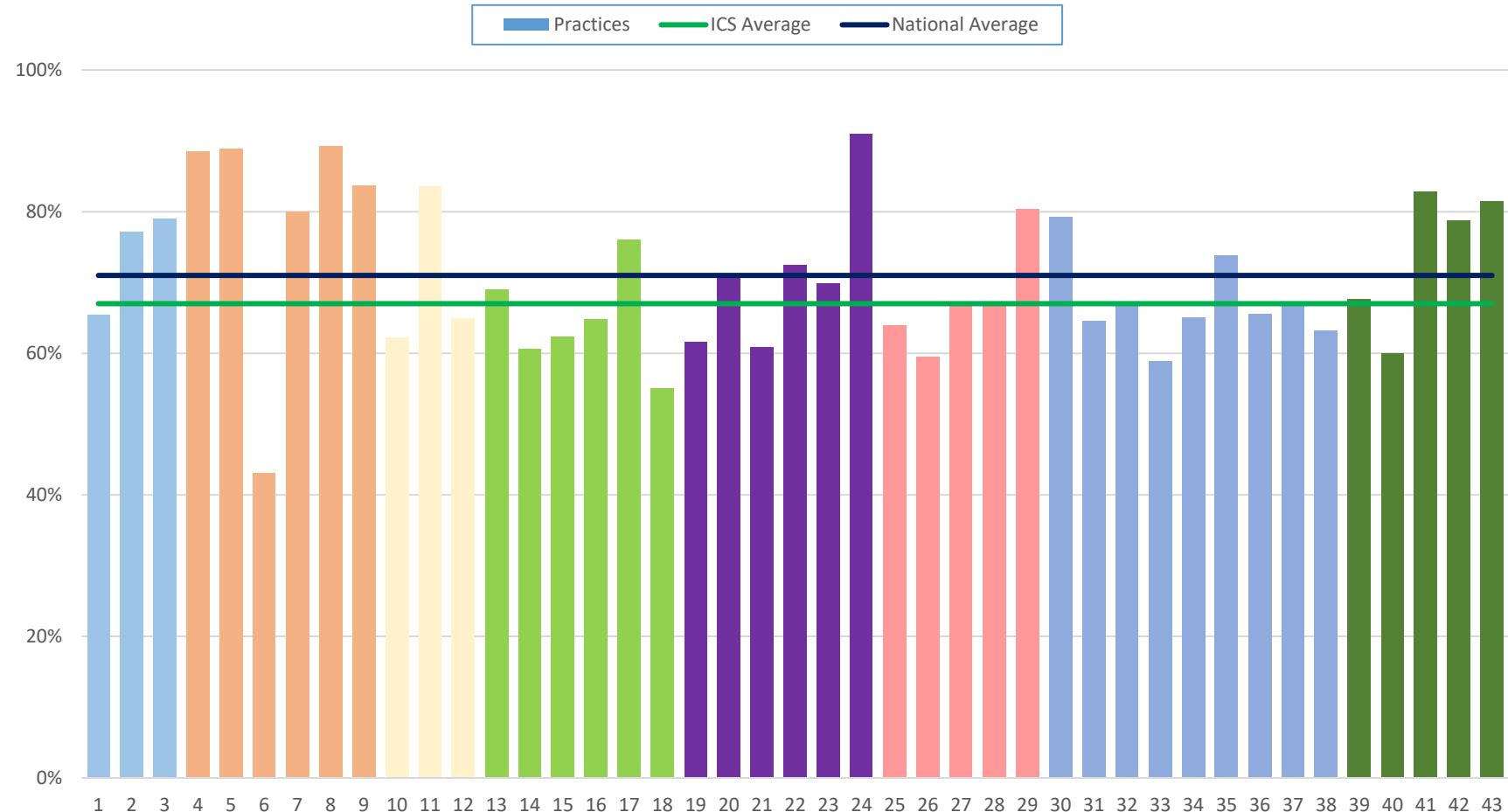
*Colour groupings indicate practices part of the same Primary Care Network
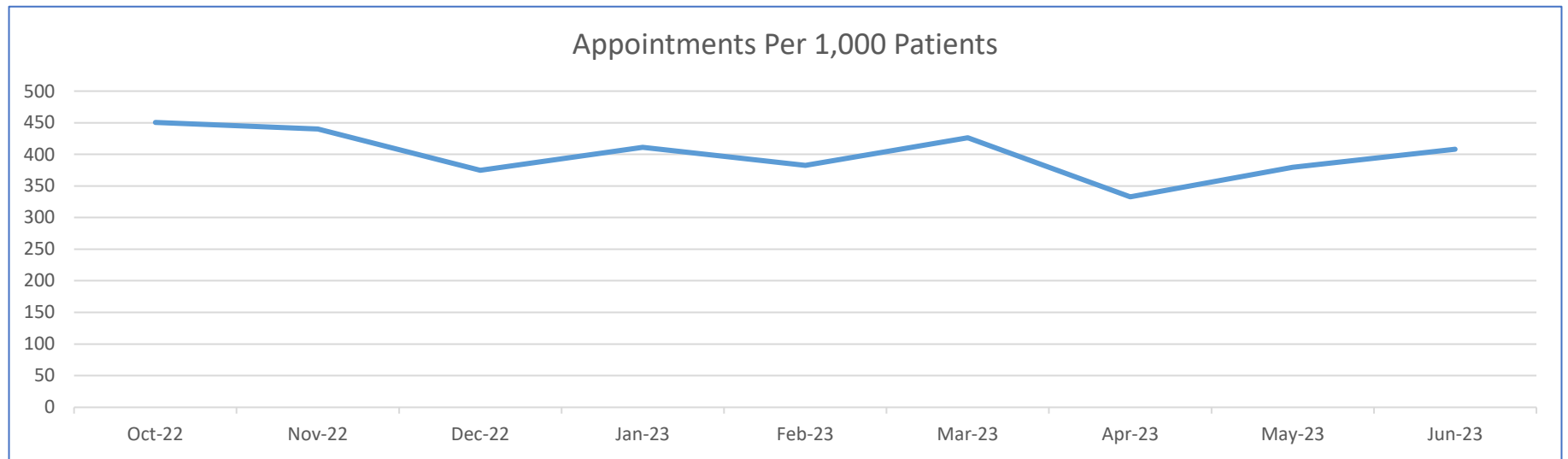
GPPS: Ease of telephone contact

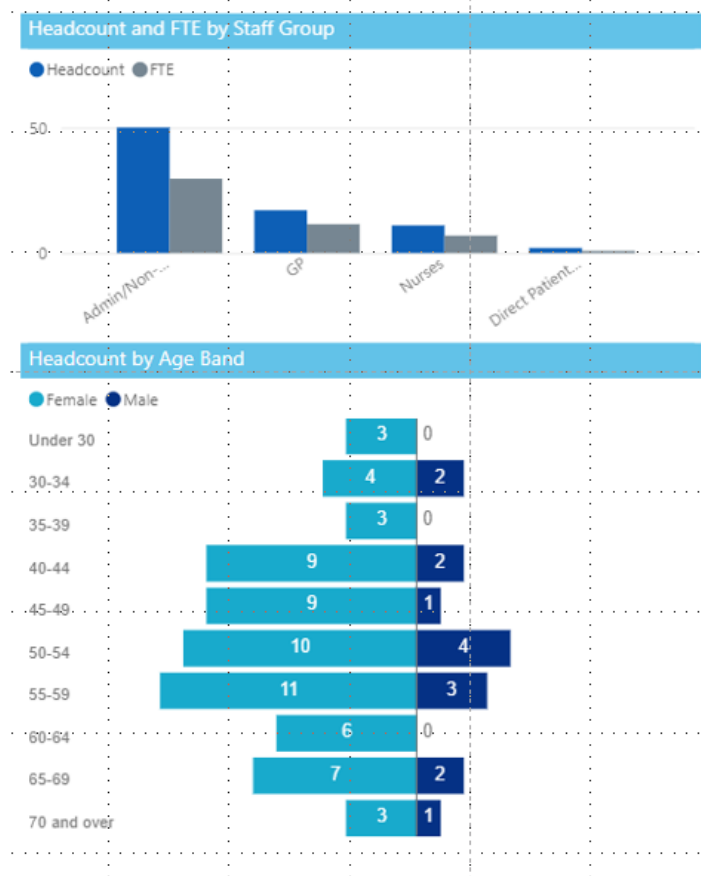**Percentage of patients saying it is 'very easy or fairly easy' to get through to someone on the phone**

*Orange bars indicate practices on analogue telephone systems – all have been put forward for an upgrade to cloud based telephony.
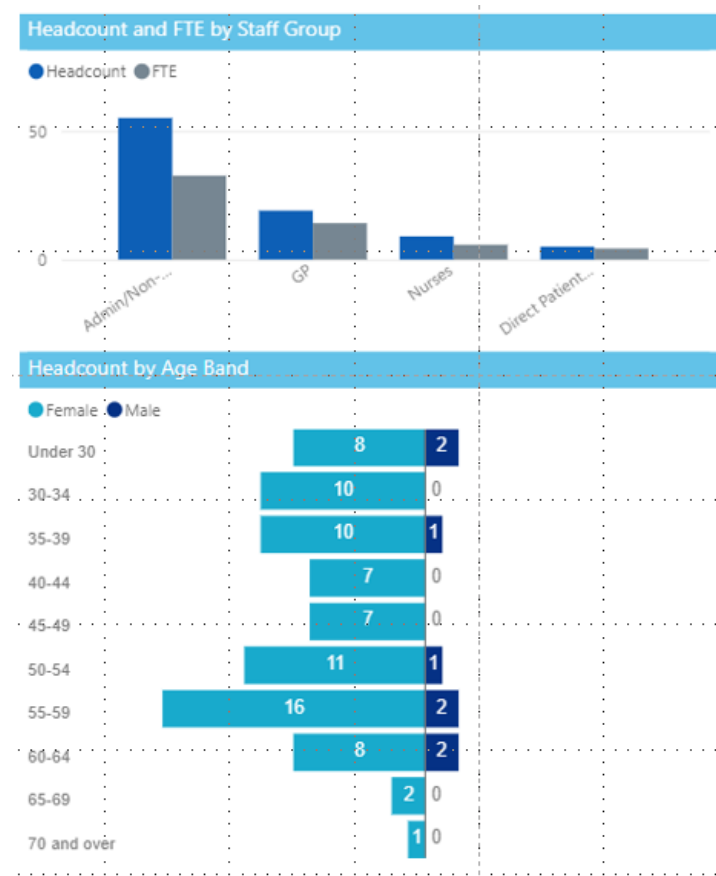
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GPAD: rate of appointments

Appointments Per 1,000 Patients

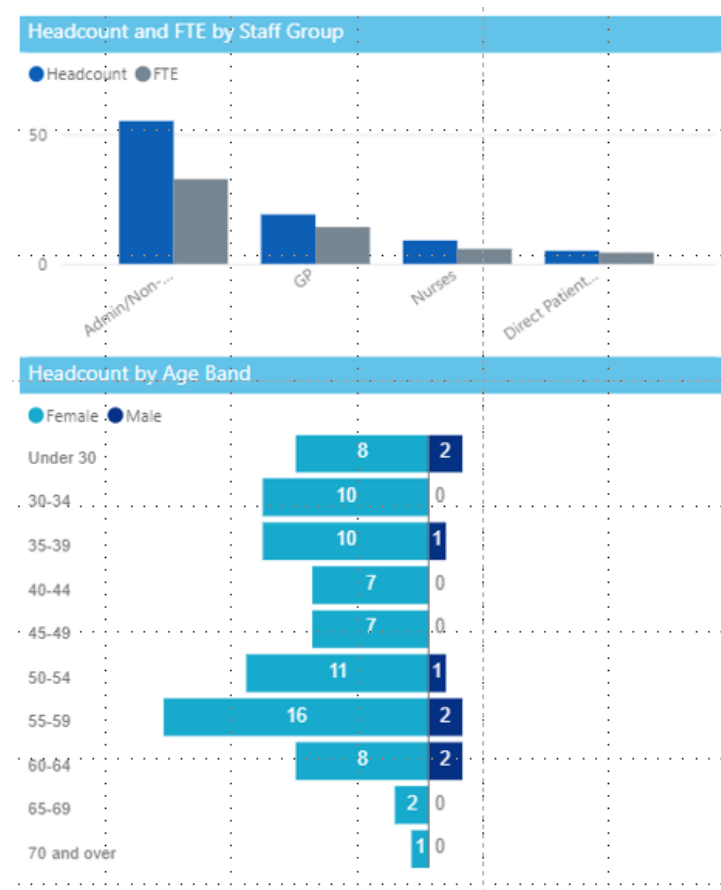|	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23

Practice Workforce: June 2023

Penge PCN

Headcount and FTE by Staff Group
● Headcount ● FTE

Headcount by Age Band
● Female ● Male

Age Band	Female	Male
Under 30	3	0
30-34	4	2
35-39	3	0
40-44	9	2
45-49	9	1
50-54	10	4
55-59	11	3
60-64	6	0
65-69	7	2
70 and over	3	1

MDC PCN

Headcount and FTE by Staff Group
● Headcount ● FTE

Headcount by Age Band
● Female ● Male

Age Band	Female	Male
Under 30	8	2
30-34	10	0
35-39	10	1
40-44	7	0
45-49	7	0
50-54	11	1
55-59	16	2
60-64	8	2
65-69	2	0
70 and over	1	0

ONE BROMLEY

Practice Workforce: June 2023
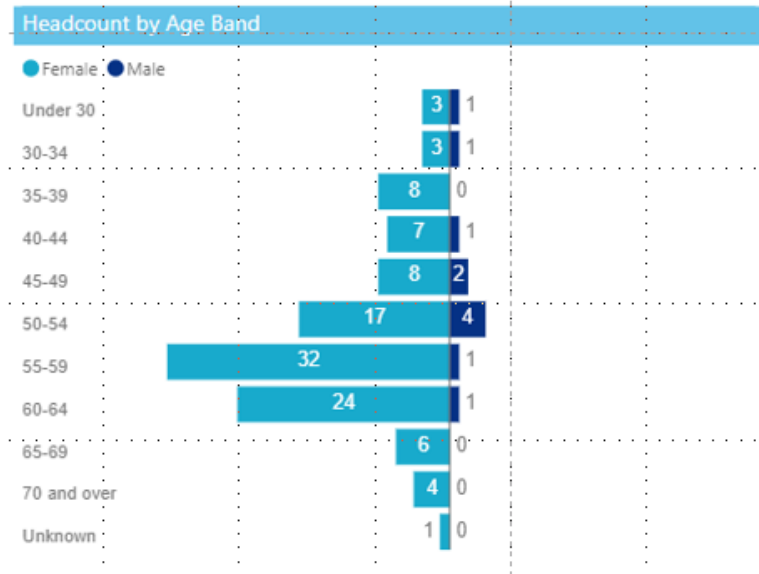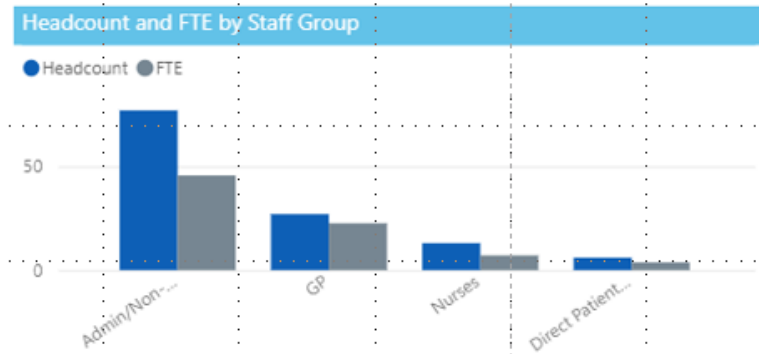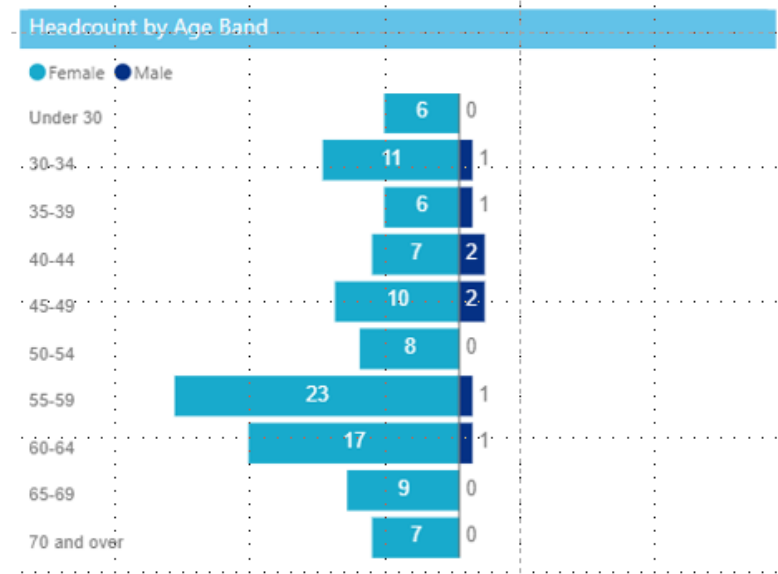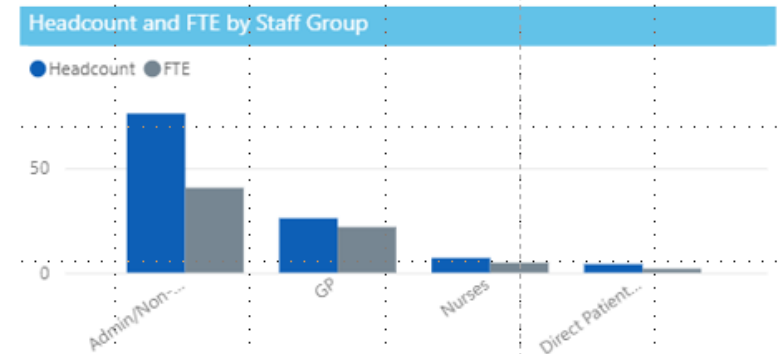
Practice Workforce: June 2023 (2)

Five Elms PCN

Headcount and FTE by Staff Group

● Headcount ● FTE

Staff groups (x-axis): Admin/Non..., GP, Nurses, Direct Patient...

Headcount by Age Band

● Female ● Male

Age Band	Female	Male
Under 30	3	1
30-34	3	1
35-39	8	0
40-44	7	1
45-49	8	2
50-54	17	4
55-59	32	1
60-64	24	1
65-69	6	0
70 and over	4	0
Unknown	1	0

Bromley Connect PCN

Headcount and FTE by Staff Group

● Headcount ● FTE

Staff groups (x-axis): Admin/Non..., GP, Nurses, Direct Patient...

Headcount by Age Band

● Female ● Male

Age Band	Female	Male
Under 30	6	0
30-34	11	1
35-39	6	1
40-44	7	2
45-49	10	2
50-54	8	0
55-59	23	1
60-64	17	1
65-69	9	0
70 and over	7	0

Practice Workforce: June 2023 (3)
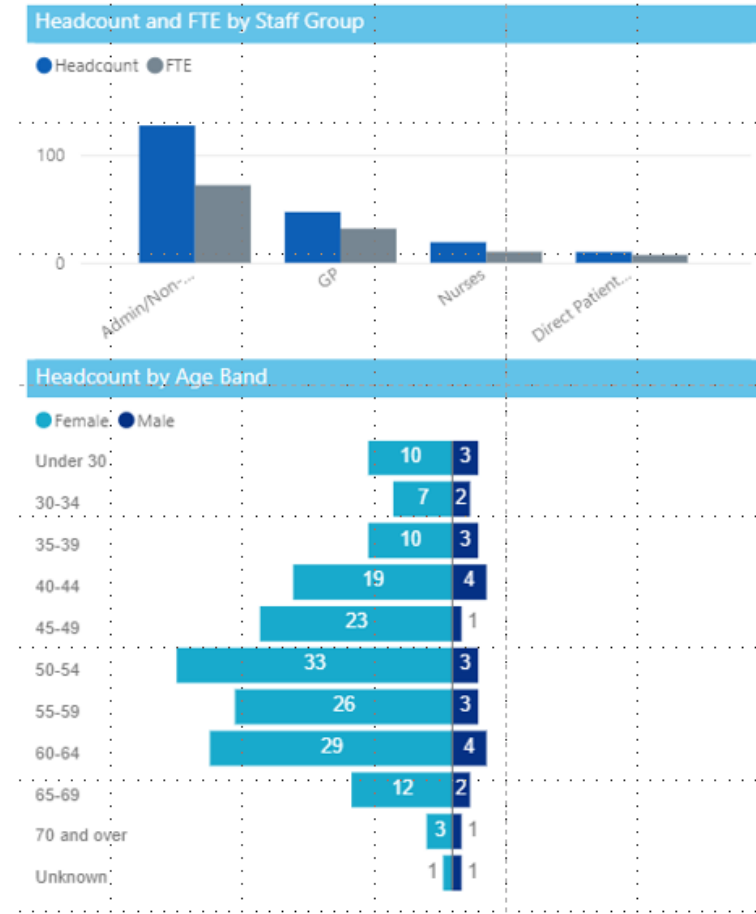
Practice Workforce: June 2023 (4)
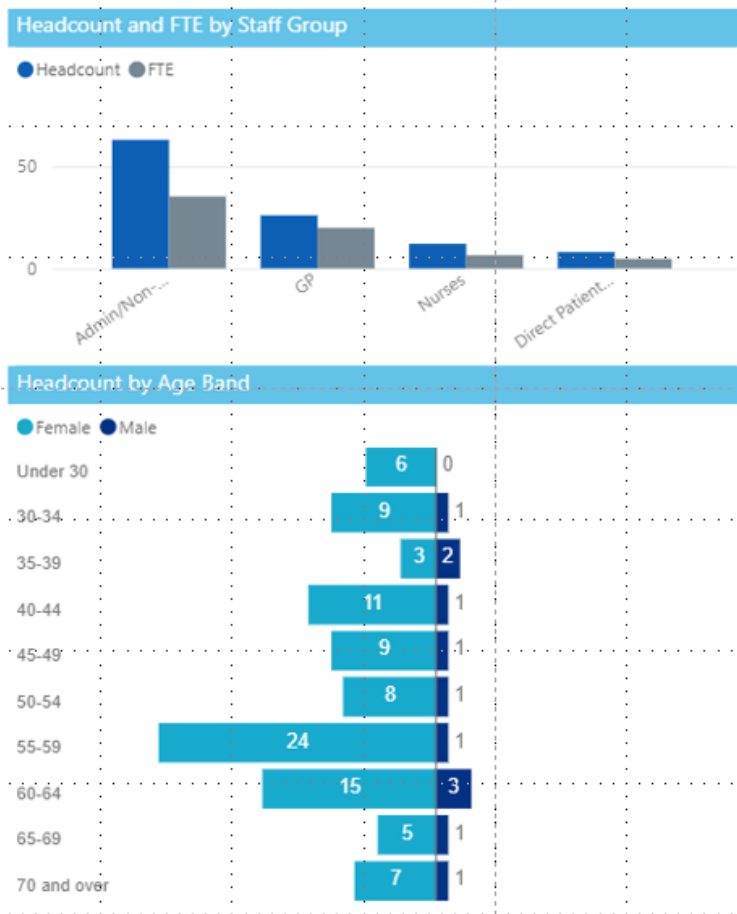
Bromley GP Practices and Primary Care Networks

Unity Cluster

Penge PCN
Population: 35,900

1. Oakfield
2. Park
3. Anerley
4. Robin Hood
5. Highland Road
6. Sundridge

Beckenham PCN
Population: 61,800

7. St James'
8. Eden Park
9. Elm House
10. Cator
11. Manor Road
12. Cornerways

Hayes Wick PCN
Population: 40,200

13. Wickham Park
14. Station Road
15. Pickhurst
16. Forge Close
17. Addington Road

Bromley Cluster

Bromley Connect PCN
Population: 40,300

18. London Lane
19. Dysart
20. South View

MDC Network PCN
Population: 35,300

21. Links Downham
A. Links Mottingham
   (Branch of Links Downham)
22. The Chislehurst Partnership
B. The Chislehurst Partnership
   (Woodlands Branch)

Five Elms PCN
Population: 44,800

23. Bromley Common
24. Southborough Lane
25. Summercroft
26. Norheads Lane
27. Stock Hill

1 A&E at PRUH
2 UTC at Beckenham Beacon
3 UTC at QMH Sidcup

Orpington Cluster

The Crays Collaborative PCN
Population: 35,400

28. Broomwood
29. Crescent
30. Poverest
31. St Mary Cray
32. Derry Downs
33. Gillmans Road

Orpington PCN
Population: 62,000

34. Tudor Way
C. Bromley Park
   (Branch of Tudor Way)
35. Whitehouse
36. Ballater
37. Knoll
D. Highland Orpington
   (Branch of Highland Road)
38. Bank House
39. Family
40. Green St Green
41. Chelsfield
42. Bromleag (virtual practice)