



**North East and  
North Cumbria**

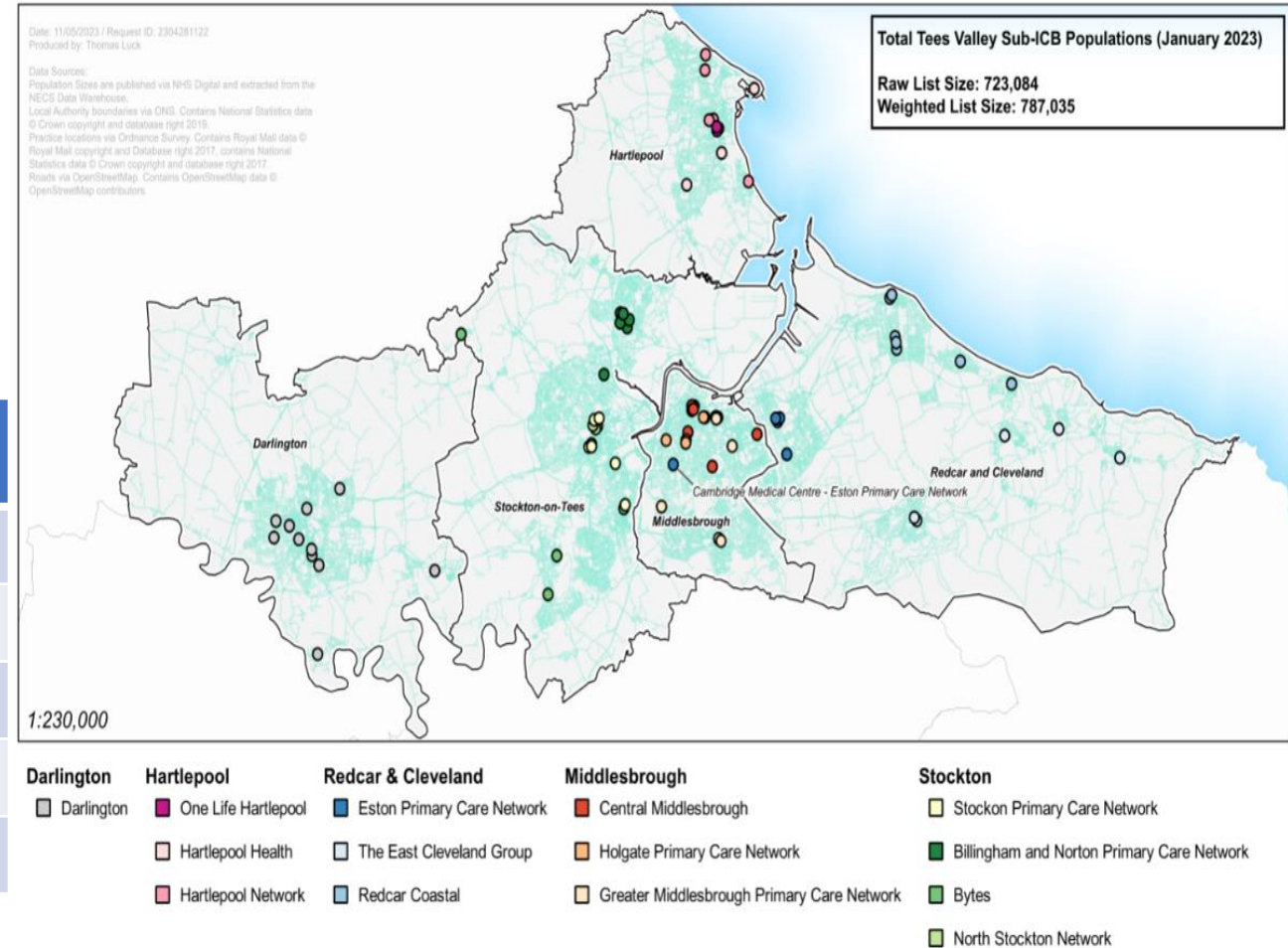
# **Primary Care Access: Brief Overview**

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# Overview of general practice in Tees Valley (as of Jan 2023)

- 5 Local Authority areas
- 78 Practices
- 14 Primary Care Networks (PCNs)
- Tees Valley patient population 723,084

Locality	No. of practices	Smallest list size	Largest list size	Average list size	Number of PCNs
Hartlepool	11	3,806	18,728	8,865	3
Stockton	21	2,303	21,555	9,808	4
Darlington	11	4,718	15,302	10,185	1
Middlesbrough	20	751	20,117	8,125	3
Redcar	15	3,342	14,615	8,530	3



# GMS/PMS/APMS Contract

- Practices must provide essential services at such times, within core hours, as are appropriate to meet the reasonable needs of its patients
- Core hours are 8.00am until 6.30pm, Monday to Friday, except Good Friday, Christmas Day or bank holidays
- Practices must also keep aside appointments for NHS 111 to book
- Practices must offer and promote online consultations and video consultations

# Primary Care Network Contract Directed Enhanced Services (DES)

- **Enhanced access** – from 1<sup>st</sup> October 2022 each Primary Care Network (PCN) is required to provide 60 minutes of additional General Practice Capacity per 1,000 Adjusted Population between 6.30pm – 8.00pm on weekday evenings and 9.00am - 5.00pm on Saturdays
- **Investment and Impact Fund (IIF)** - Points based scheme similar to Quality and Outcomes Framework (QoF). Redesigned for 23/24 to focus on 5 indicators worth £59 million nationally
  - Remaining IIF put in to a ‘capacity and support payment and the ‘capacity and access improvement payment’, which is a combined total of £246m nationally
    - 70% of the funding is paid unconditionally to PCNs [Avg £11.5k per PCN]
    - 30% of the funding is paid on the basis of a local capacity and access plan covering; patient experience of contact, ease of access and demand management and accuracy of recording in appointment books

# Enhanced Access

Patients registered at GP practice	Opening times and location of Enhanced Access provision		
<b>Marsh House Medical Centre</b> <b>Kingsway Medical Centre</b> <b>Roseberry Practice</b> <b>Queenstree Practice</b> <b>Melrose Medical Centre</b> <b>Dr Rasool</b> <b>Norton medical Centre</b>	Monday to Friday	18:30 - 21:00	Abbey Health Centre
	Saturday	09:00 – 17:00	Norton Medical Centre
<b>Eaglescliffe Medical Practice</b> <b>Park Lane Surgery</b> <b>Yarm Medical Practice</b> <b>Thornaby &amp; Barwick Medical Group</b> <b>Queens Park Medical Centre</b> <b>Tennant Street Medical Practice</b> <b>Alma Street Medical Practice</b> <b>Woodlands Family Medical Centre</b> <b>Dovecot Surgery</b> <b>Densham Surgery</b> <b>Riverside Practice</b> <b>Arrival Medical Practice</b> <b>Elm Tree Surgery</b> <b>Woodbridge Medical Practice</b>	Monday to Friday	18:30- 21:00	Tennant Street and Woodbridge (Ingleby Barwick site)
	Saturday	09:00-17:00	Tennant Street and Woodbridge [Ingleby Barwick site)
	Sunday	09:00 – 17:00	Eaglescliffe

# Primary care appointment activity

Stockton practices	April 2023	May 2023	June 2023
Total number of appointments	73,727	83,357	89,189
Average appointments per 1,000 population	357.9	405.1	433.0
% of appointments where the time between booking and the date of the appointment was either same day or 1 day	46%	45.6%	44.5%
% of appointments where the time between booking and the date of the appointment was over 2 weeks	38%	38.5%	38.6%
% of appointments categorised as face to face	84.9%	85%	84.2%
% of appointments categorised as telephone or video	12.4%	12%	12.9%

Urgent and emergency care contacts	June 2023
A&E attendances	3,430
Emergency admissions	2,285
Urgent Care Centre contacts	5,189

# GP Patient Survey 2023 – Stockton results

- 52% of patients surveyed found it easy to get through to someone at their GP practice on the phone (National average is 50%). Range 9% - 98%
- 89% of patients surveyed found the receptionists helpful (Nat. av. 82%). Range 70% - 99%
- 59% of patients surveyed were satisfied with the GP appointment times available to them (Nat. av. 53%). Range 26% - 93%
- 77% of patients surveyed were satisfied with the appointment(s) offered (Nat. av. 72%). Range 54% - 96%
- 62% of patients surveyed would describe their experience of making an appointment as good (Nat. av. 54%). Range 41% - 96%
- 78% of patients surveyed would describe their overall experience of their GP practice as good (Nat. av. 71%). Range 51% - 99%



# Causes of access challenges

- Covid ways of working – total triage
- Staff sickness and isolations
- Back log of care - long term condition management
- Continued high-level demand for same-day access
- Public health concerns in press e.g. mpox, Strep A
- Increased call waiting times
- Patient frustrations leading to increased complaints
- Increased abuse to practice staff
- Recruitment and retention difficulties
- Estates limitations





# Practice workforce

- June 2023 workforce data from NHS Digital:
  - 152 GPs (131.18 WTE)
  - 94 Nurses (66.09 WTE)
  - 49 Direct Patient Care (37.91 WTE)
  - 369 Admin/ Non-Clinical (275.22 WTE)
- Practices work as a Multi-Disciplinary Team [MDT] and these figures provide a snapshot of the workforce data for the roles outlined
- Workforce data can fluctuate month to month and this data should be looked at in conjunction with the Primary Care Network additional roles workforce

# Increased PCN workforce

- PCNs can claim funding [Additional Role Reimbursement Scheme- ARRS] to bring in a new workforce to support primary care to ensure a multi-disciplinary approach
- Staff funded through ARRS must be to support the DES requirements and be in addition to current practice workforce
- PCNs across Tees Valley have employed/ engaged 303 ARRS staff (277.17 WTE) as at the end of Q1 [June 23] from the roles available
  - Stockton- on-Tees- 61 headcount (58.04 WTE)

# Links to key documents

- National GP contract: <https://www.england.nhs.uk/gp/investment/gp-contract/>
- National PCN DES contract: [NHS England » Network Contract DES – contract specification for 2023/24 – PCN requirements and entitlements](#)
- Access Recovery Plan: [NHS England » Delivery plan for recovering access to primary care](#)
- Capacity and Access guidance: [NHS England » Network Contract DES – capacity and access improvement payment for 2023/24](#)