

General Practice Access Update

Staffordshire OSC

28th November 2022



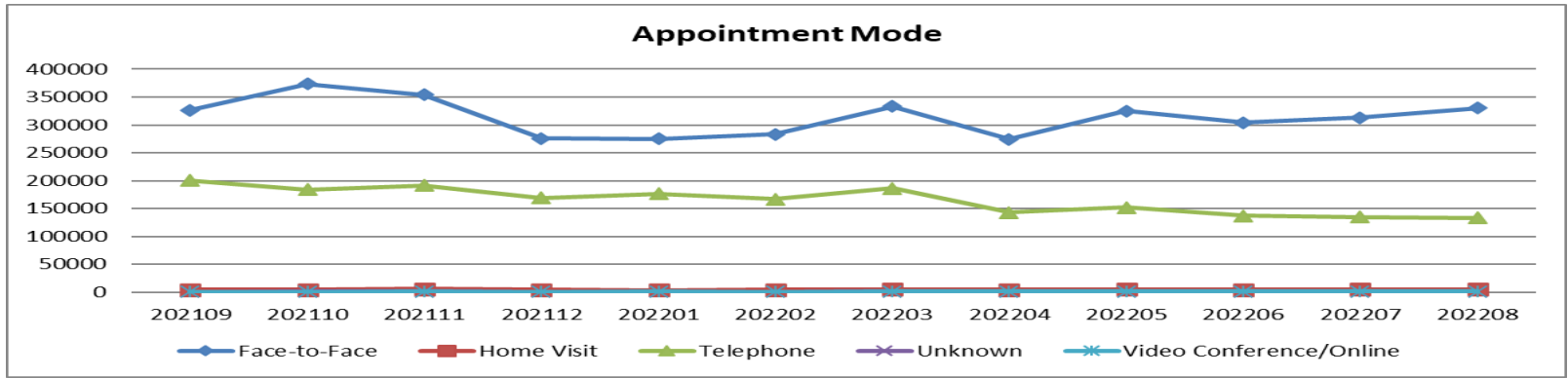
Key drivers

- Continued pent up and increased demand including complex care
- Reduced GP workforce, recruitment and retention issues
- Referral backlogs
- Telephone access impacted by referral queries, vaccination queries
- Variability particularly in deprived and diverse communities
- Patients generally want to see a GP
- Potential duplication from telephone triage
- Continued impact of Covid-19

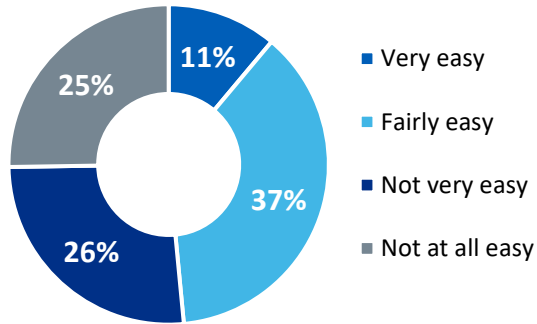
Demand

April - September 2022
72% Face to face
(68% nationally)

April-September 2022
161,000 (5.8%) increased appointments
compared to 2019

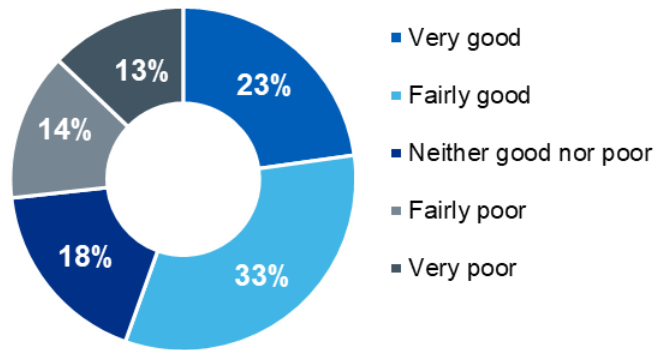


Generally, how easy is it to get through to someone at your GP practice on the phone?



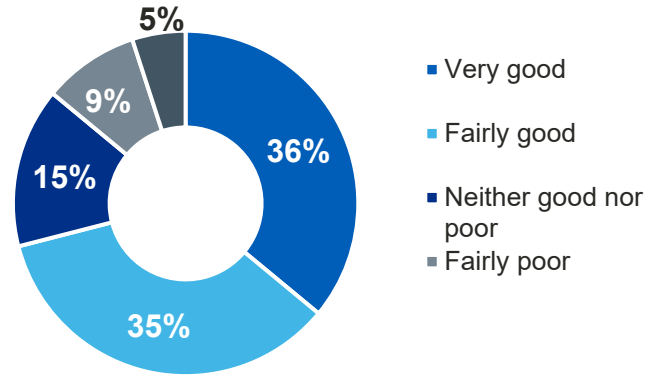
ICS		National	
Easy	Not easy	Easy	Not easy
49%	51%	53%	47%

Overall, how would you describe your experience of making an appointment?



ICS		National	
Good	Poor	Good	Poor
55%	27%	56%	26%

Overall, how would you describe your experience of your GP practice?



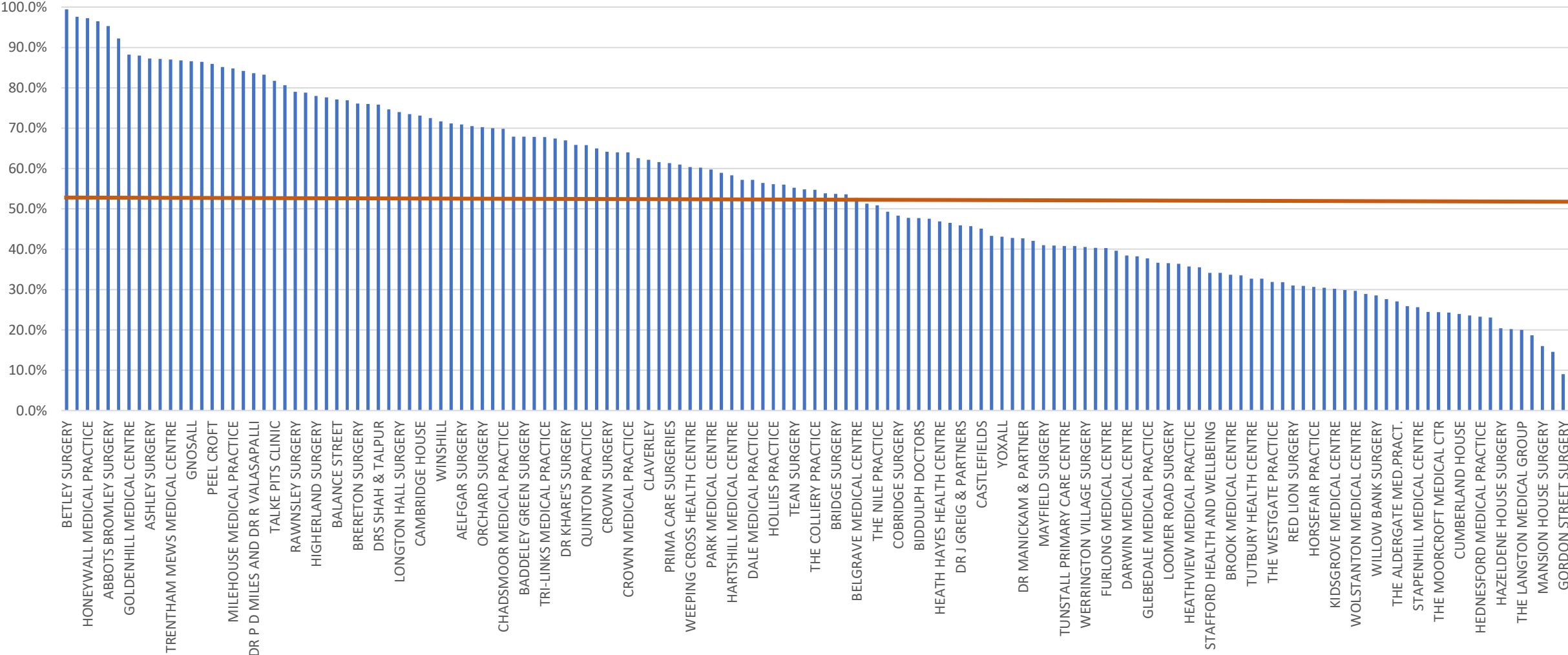
ICS		National	
Good	Poor	Good	Poor
71%	14%	72%	14%

CQC ratings

- ❖ 8 Outstanding
- ❖ 129 Good
- ❖ 6 Requires improvement
- ❖ 1 not yet rated

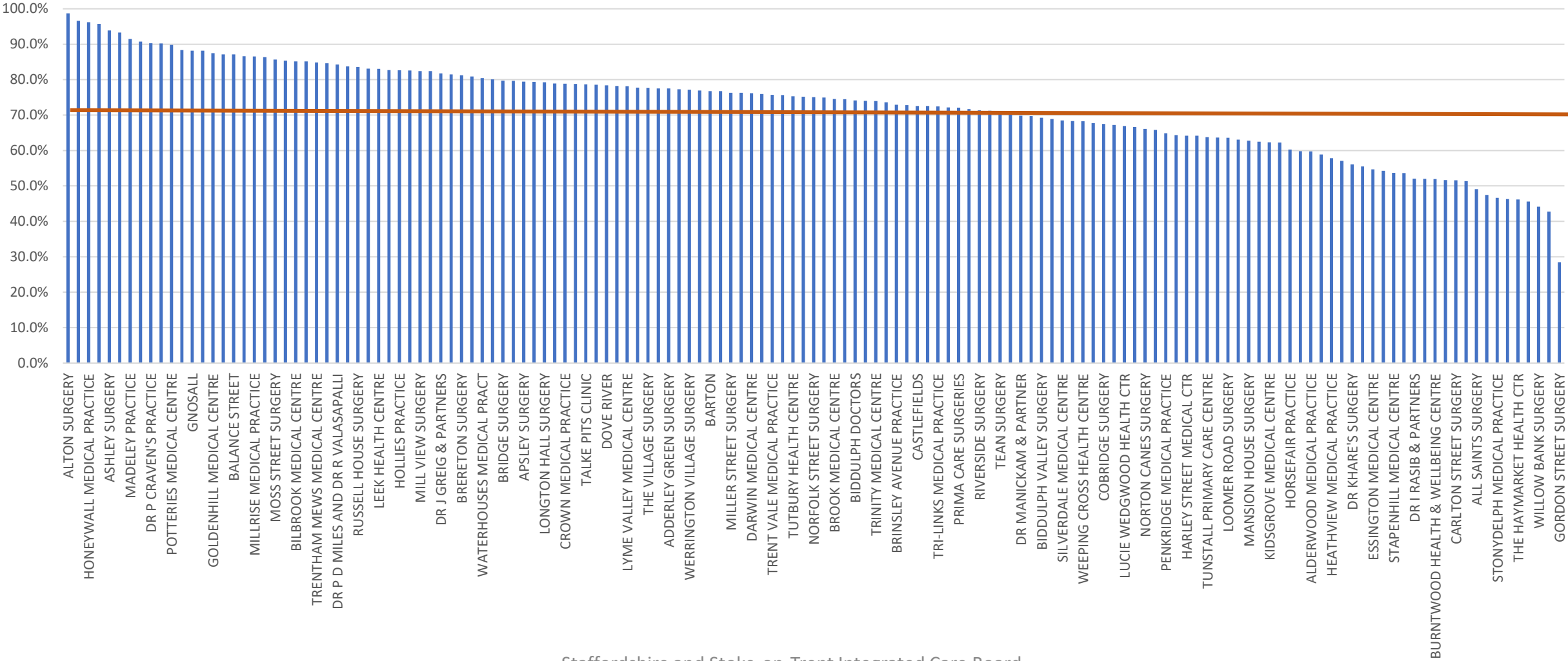
Practice variation- ease of getting through by phone

GPPS 2022 - Ease of getting through to someone at GP practice on the phone



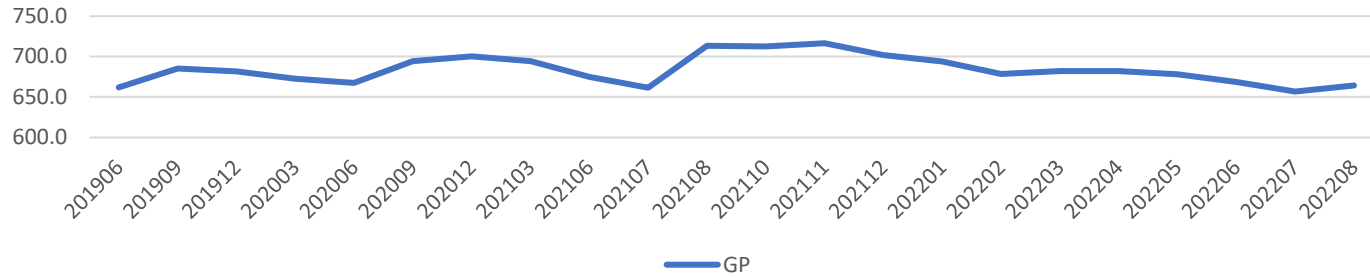
Practice variation- overall experience of GP practice

GPPS 2022 - Overall experience of GP practice

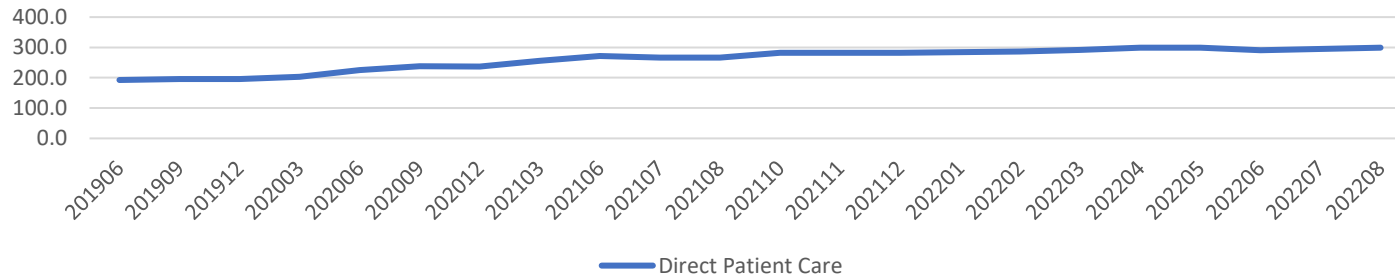


Workforce – Aug 2022

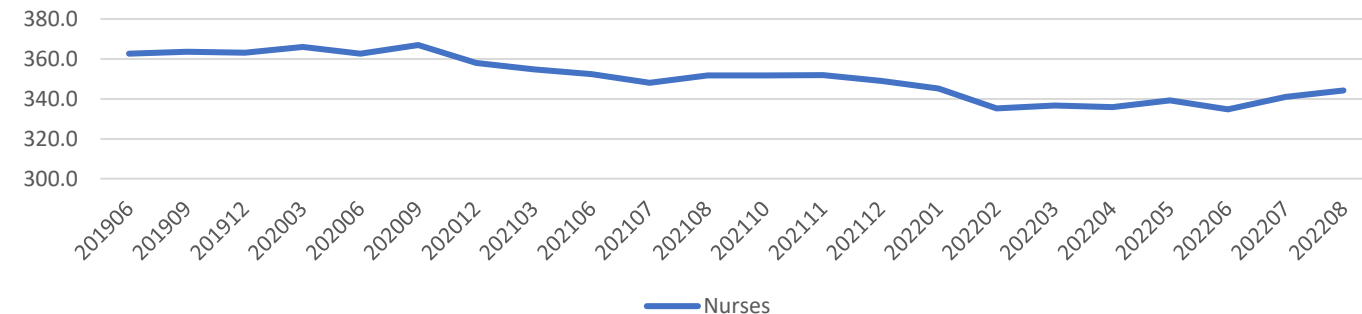
General Practice Workforce FTE - GP



General Practice Workforce -Direct Patient Care



General Practice Workforce FTE - Nurses



GPs – key points

- 664.3 WTE GPs
- 5.7 WTE per 10,000 patients compared to 5.9 WTE national average
- 13.1% reduction in GP partners but increase in salaried GPs by 24.8% (between March 19 and Aug 22)
- Second system with lowest % increase regionally for GPs in training

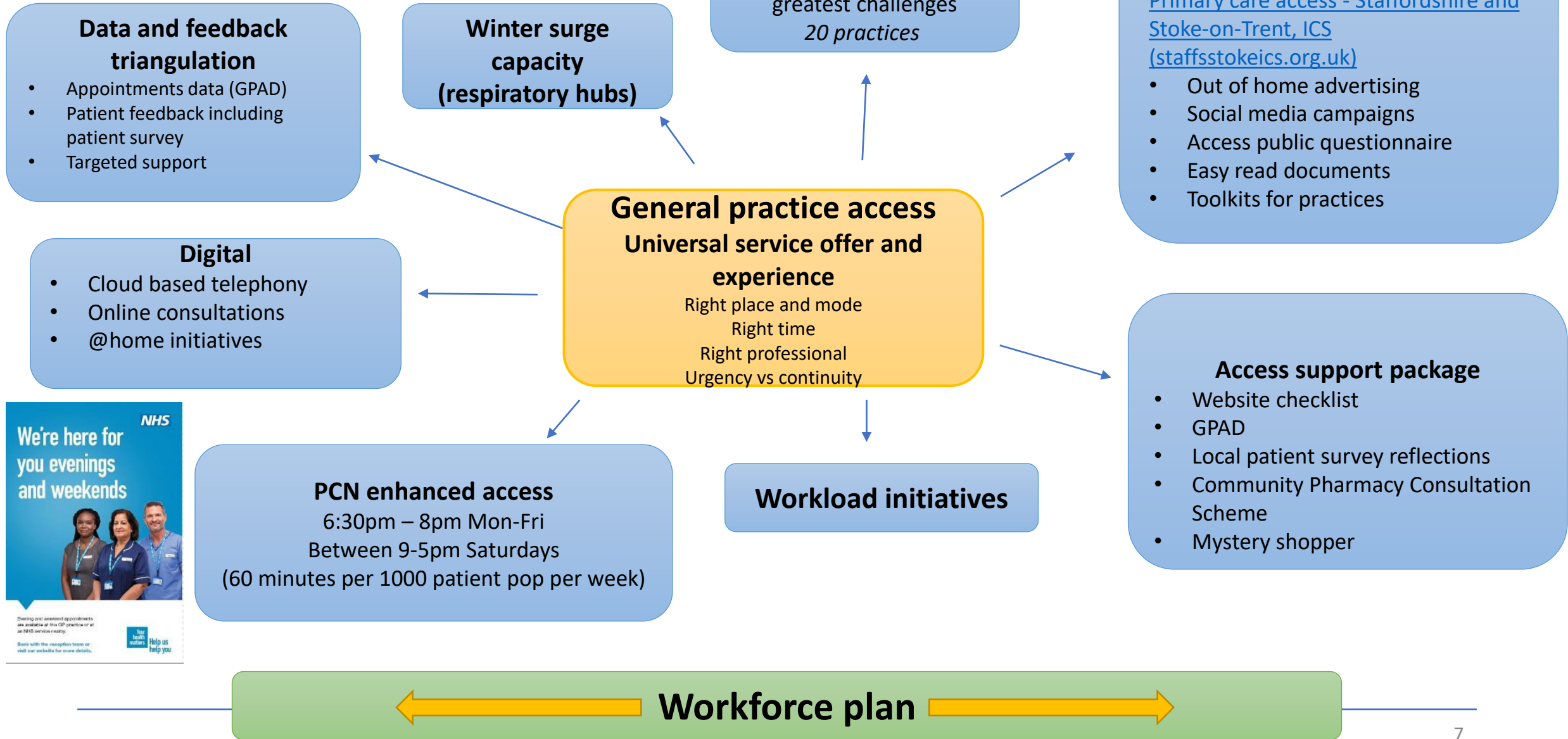
Direct patient care – key points

- Direct patient care roles are the wider workforce including clinical pharmacists, physiotherapists, paramedics, physician associates, social prescribing link workers
- 299.3 WTE direct patient care roles
- Workforce plans (Aug 22) to recruit further by end of March 2023 and beyond

Nurses – key points

- 344.2 WTE Nurses
- Expected reduction over the next 5-10 years due to planned retirements
- More nursing skill mix including nurse associates and advanced nurse practitioners

Our ongoing plans



Ongoing steps

- Primary care **strategy** based on the 4 building blocks in the Fuller Stocktake:

1. Integrated care teams
2. Same day urgent access
3. Prevention
4. Personalised care

- **Metrics and monitoring** - Re-produced the 360 report (3 - year trends, benchmarking practices, PCNs, ICS and national averages) and developing a practice and PCN maturity matrix highlighting variation across key indicators
- **Targeted support** - Continued triangulation and targeted practice work where most needed

