

Patient Network – April 2018

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Contracting for Primary Care

Standard Access Scheme

Aim of the scheme

- To work collaboratively with PPG on improving patient experience of accessing general practice
- To measure levels of access provision
- To ensure that patients have an equitable offer of access

Details of scheme

- Test and evaluate new initiatives with patient groups
- Task and finish group developed suite of tools for practices
- Practice to complete “Improving Access Action Plans”
- Practices funded based on submission of plan

The picture so far

The first year

- Plans submitted, assessed by panels, templates developed
- End of the year – session with patient reps and practices to show case initiatives (inform plans for the next year)

Second year

- Refresh plans
- New requirement to complete in house FFT questions (September to November)

GP Patient Survey

- Survey results in July 2017 show considerable variation across practice
- Poor attainment against national average
- Poor attainment against comparator CCG's

PCCC's AGREED THAT ACCESS SCHEME SHOULD BE REFRESHED.

Challenges for practices

- Fatigue
- Acceptance of the GP National Survey as a measure
- Demand against Need
- Patient perception of change
- Equity of offer
- Financial pressures

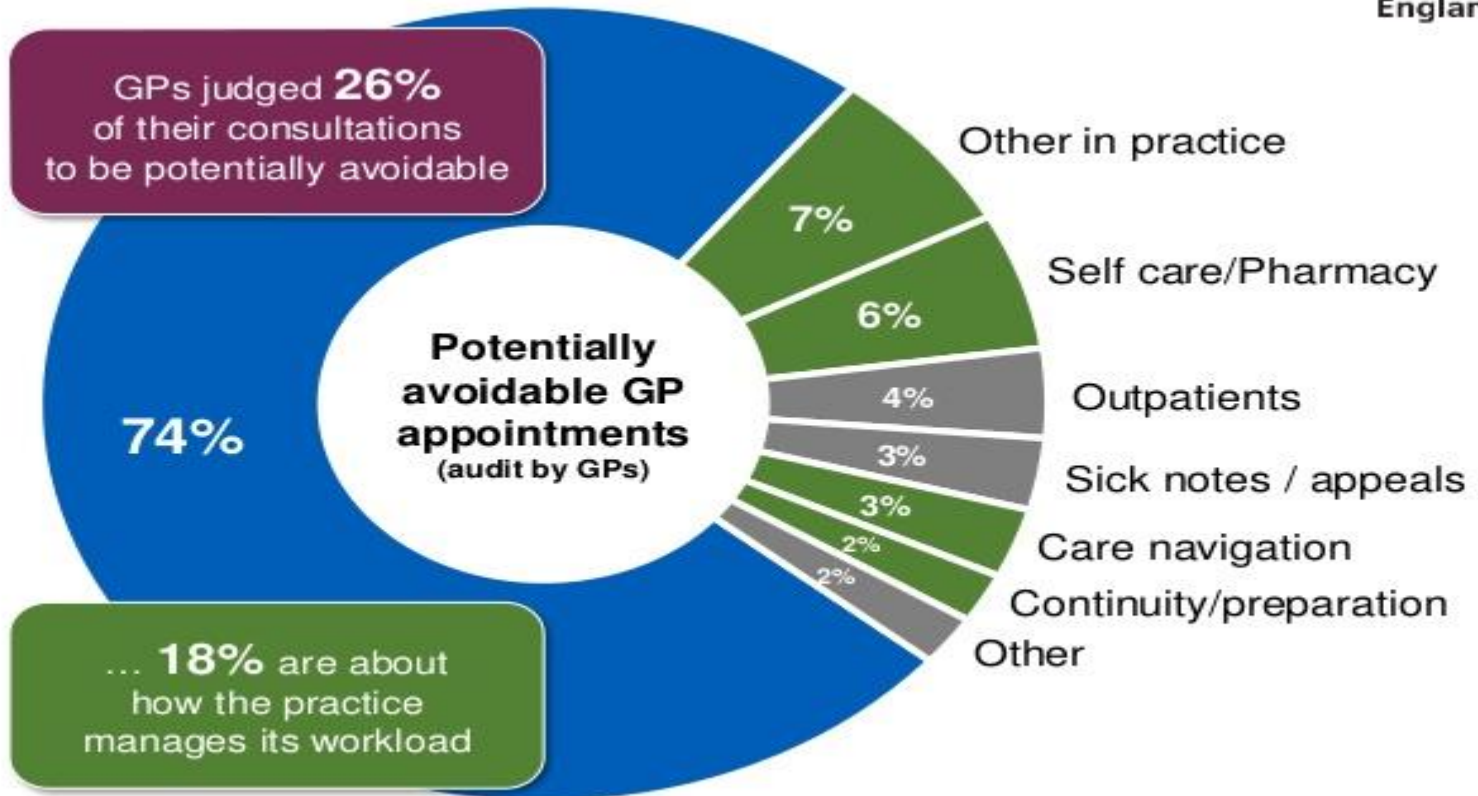
<https://www.gp-patient.co.uk/Slidepacks2017>

Access Plans 2017-18

- PPG engagement – reliant on signatures
- Strengthen measureable outcomes
- Themes coming through
 - Changing staff skill mix
 - Promoting self-care
 - Changing appointment system management (walk-in clinics, rapid access, triage, telephone consultations)
 - Telephone systems
 - First impressions count (customer care – reception and waiting area)
 - Promoting access to other services – extended access hubs
 - Promoting completion of GP national survey (posters, screens, texts)
 - Use of text messaging – MJOG
 - Newsletters
 - PPG’s reps to promote and influence change
 - Engaging people through holding events – coffee mornings, children wellbeing, self-care, diabetes
 - Targeting “Do not Attends” and “Frequent Attendees”
 - Promoting use of On-line Access
 - City practices – use of iPad’s to gather feedback

Improving Patient Experience – Improving Access to General Practice

Data from 5,128 consultations



bit.ly/time4caretool1

Managing Demand – Tools to Support

Prescribing – using Health App Finder



On-line access to your surgery, care record, community directory



Care Navigation – front line active signposting



Community Connectors



Document Management and Quality Groups – top tips

Patient perspectives - current

Patient perspectives – current		
I need to call at 8am to make an appointment on the day	When you have family, caring responsibilities or young children, trying to make a morning call for an appointment is impossible	I don't feel I can plan ahead and get good advice so I wait till I am really ill
I'm not sure what the role of other practitioners are so I prefer to see the GP	I see a different person each time so I don't build a relationship or trust – this means I always opt to see a GP or even go straight to A&E	I will see a different doctor or nurse each time and have to explain my long term condition again or go through different treatment options because they don't understand my condition, my history and my circumstances and what support I really need.
I feel like I call NHS111 and then still need to go to my doctor for reassurance	The pharmacist is usually my last port of call	My GP practice does not feel welcoming
I second guess advice given by health professionals	If I can't see a GP, my only option feels like it is to go to A&E and wait	I don't think the professionals have time to communicate
I don't feel like the GP practice treats me with respect	I don't really understand why I receive the medication I receive	

Patient perspectives - future

Patient perspectives – future		
I can have the information and resources to understand my own health needs	I can manage my own appointments	I can see a practitioner who is familiar with my long term condition treatment and care plan
My family and carers are recognised as being key to my good health	I understand my treatment, condition and care options.	I feel confident and assured in the advice and care offered by my GP practice
I know in advance where I am going, what support and treatment I will be provided with and who will be my main point of contact	There will be friendly and welcoming people within the practice who can guide me to the best place to receive information and care	There will be more peer support options available
I will feel confident about the treatment and care given to me	My local pharmacist can offer more care and treatment options	The help, care and treatment I receive is given to me in a timely way
The service I receive is consistent and of high quality	There are wider choices to access help when I need it	My GP practice is linked to other health and social care services that I interact with – e.g. hospital care, school nurse and care homes.
There are opportunities for me to share my experiences and help other people at my practice through volunteering and getting involved	I can have access to the best person to help treat a minor or acute illness	When I move between practitioners for my care, the service can respond in a joined up way
I can access activities and services that support my well-being and good health		

Agreement for 2018

3 Key points

- Access plans to continue – requirement to include measures and timescales and continue to engage with the PPG (Revisions to template – lose FFT additional questions in year)
- HEE workforce tool to be completed or refreshed in the first quarter
<https://nww.gpworkforce.hee.nhs.uk/>
- Clinical contacts – in Q1 to support practices in counting the number of clinical contacts (A task and finish group will develop reporting tools for practices)

Quarter 2 onwards

- Practices continue to work on their plans
- Working group – CCG, LMC and PCCC lay members, meet to view workforce plans and access by practice
- Practices that fail to submit plans, HEE tool and Contacts – funding at risk
- Contact numbers to be shared with all practices

CQC and the National Survey

CQC will rate a practice as requiring improvement if patient satisfaction is 10% lower than national average.

Are Services Responsive?

- 6 national survey questions, national and CCG average

Are Services Caring?

- 13 national survey questions, national and CCG average

Comment Cards – triangulate during the visit

Bradford Districts – Survey response rates

	<u>Distributed</u>	<u>Received</u>	<u>Response Rate</u>
ENGLAND	2,157,769	808,332	37.5%
NHS BRADFORD DISTRICTS CCG	12,256	4,260	34.8%
B83005 THORNBURY MEDICAL PRACTICE	387	101	26.1%
B83007 THE HEATON MEDICAL PRACTICE	338	104	30.8%
B83009 SUNNYBANK MEDICAL CENTRE	264	106	40.2%
B83010 PARKLANDS MEDICAL PRACTICE	306	92	30.1%
B83011 WOODROYD MEDICAL PRACTICE	359	117	32.6%
B83012 CARLTON MEDICAL PRACTICE	350	102	29.1%
B83013 WEST CLIFFE MEDICAL CENTRE	282	99	35.1%
B83014 BINGLEY MEDICAL PRACTICE	278	136	48.9%
B83015 TONG MEDICAL PRACTICE	387	113	29.2%
B83017 HORTON BANK PRACTICE	290	102	35.2%
B83018 IDLE MEDICAL CENTRE	288	109	37.8%
B83020 THE WILLOWS MEDICAL CTR.	255	92	36.1%
B83022 DR N DRIVER & PARTNERS	222	128	57.7%
B83028 WIBSEY & QUEENSBURY MED P	247	109	44.1%
B83029 LOW MOOR SURGERY	313	130	41.5%
B83030 THORNTON & DENHOLME MEDICAL PRACTICE	311	122	39.2%
B83031 OAK GLEN SURGERY	232	105	45.3%
B83032 BRADFORD MOOR PRACTICE	375	104	27.7%
B83035 HORTON PARK MEDICAL PRACTICE	391	117	29.9%
B83037 THE WILSDEN MEDICAL PRACTICE	228	118	51.8%
B83038 LEYLANDS LANE MEDICAL PRACTICE	315	118	37.5%
B83039 WINDHILL GREEN MEDICAL CENTRE	223	108	48.4%
B83040 SALTAIRE MEDICAL PRACTICE	266	116	43.6%
B83041 BOWLING HALL MED PRACTICE	391	132	33.8%
B83042 ROOLEY LANE MED. CENTRE	318	100	31.4%
B83043 WOODROYD CENTRE - DE HAAR	385	85	22.1%
B83044 DR HUTCHINGS & PARTNERS	323	106	32.8%
B83045 MAYFIELD MEDICAL CENTRE	307	107	34.9%
B83049 COWGILL SURGERY	242	96	39.7%
B83050 THE GRANGE PRACTICE	306	98	32.0%
B83054 DR WSG PASSANT'S PRACTICE	285	111	38.9%
B83055 THE RIDGE MEDICAL PRACT.	393	122	31.0%
B83056 MOORSIDE SURGERY	254	101	39.8%
B83062 ASHCROFT SURGERY	337	113	33.5%
B83063 DR NSE HAYWARD & PARTNERS	308	111	36.0%
B83064 THE ROCKWELL AND WROSE PRACTICE	294	112	38.1%
B83067 THE SPRINGFIELD SURGERY (BINGLEY)	229	100	43.7%
B83631 WOODHEAD ROAD SURGERY	228	9	3.9%
B83641 ASHWELL MEDICAL CENTRE	389	95	24.4%
Y01118 ECCLESHILL VILLAGE SURGERY	360	114	31.7%

Bradford City – Survey response rates

		<u>Distributed</u>	<u>Received</u>	<u>Response Rate</u>
ENGLAND		2,157,769	808,332	37.5%
NHS BRADFORD CITY CCG		10,259	1,960	19.1%
B83016	FARROW MEDICAL CENTRE	377	125	33.2%
B83025	LITTLE HORTON LANE MEDICAL CENTRE-MALL	383	108	28.2%
B83026	PRIMROSE SURGERY	382	63	16.5%
B83034	GRANGE MEDICAL CENTRE	389	67	17.2%
B83051	BRADFORD STUDENT HEALTH SERVICE	390	23	5.9%
B83052	KENSINGTON ST HC - WILSON	390	85	21.8%
B83058	THE AVICENNA MEDICAL PRACTICE	387	71	18.3%
B83069	DR BASU	353	69	19.5%
B83070	MUGHAL MEDICAL CENTRE	376	88	23.4%
B83604	THE LISTER SURGERY	375	55	14.7%
B83611	BARKEREND HC - EL ELIWI	368	80	21.7%
B83613	LCD BRADFORD AT MANNINGHAM MEDICAL CNTR	377	70	18.6%
B83614	PICTON MEDICAL CENTRE	385	65	16.9%
B83617	DR U AKBAR	369	57	15.4%
B83621	DR A AZAM & PARTNERS	379	91	24.0%
B83622	DR IA GILKAR & PARTNERS	380	63	16.6%
B83626	VALLEY VIEW SURGERY	388	80	20.6%
B83627	FRIZINGHALL MEDICAL CENTRE	380	85	22.4%
B83628	ALICE STREET SURGERY	382	56	14.7%
B83629	PEEL PARK SURGERY	375	98	26.1%
B83638	LCD BRADFORD	381	55	14.4%
B83642	WHETLEY MEDICAL CENTRE	373	60	16.1%
B83653	DR GILKAR	388	80	20.6%
B83657	BEVAN HEALTHCARE CIC	376	68	18.1%
B83659	PARK GRANGE MEDICAL CENTRE	374	65	17.4%
B83660	BILTON MEDICAL CENTRE	387	51	13.2%
B83661	MOOR PARK MEDICAL PRACTICE	375	80	21.3%
Y05180	BRADFORD SAFE HAVEN SERVICE	20	2	10.0%

Table Top Questions

1. What are your experiences of working on the Access Plans with your practices?
2. How can PPGs and Practices work better on Access Plans?
3. Would you like to share any good practice around Access Plans?