

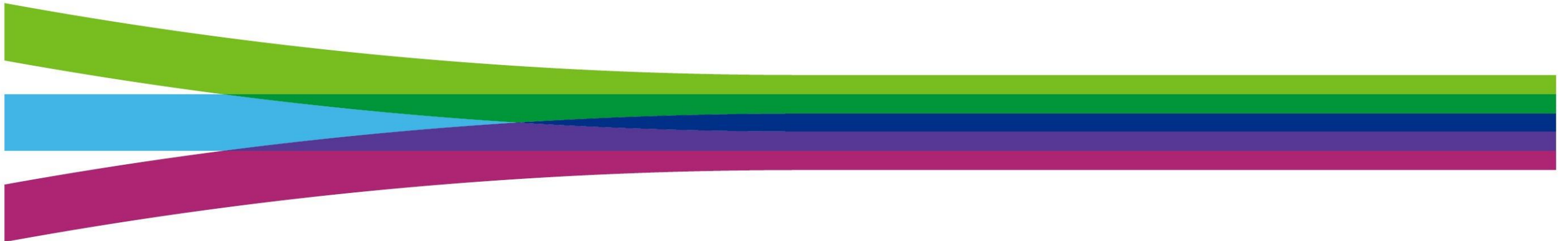


Bath and North East Somerset,  
Swindon and Wiltshire  
Clinical Commissioning Group

# Primary Care Update

## Wiltshire Health Select Committee

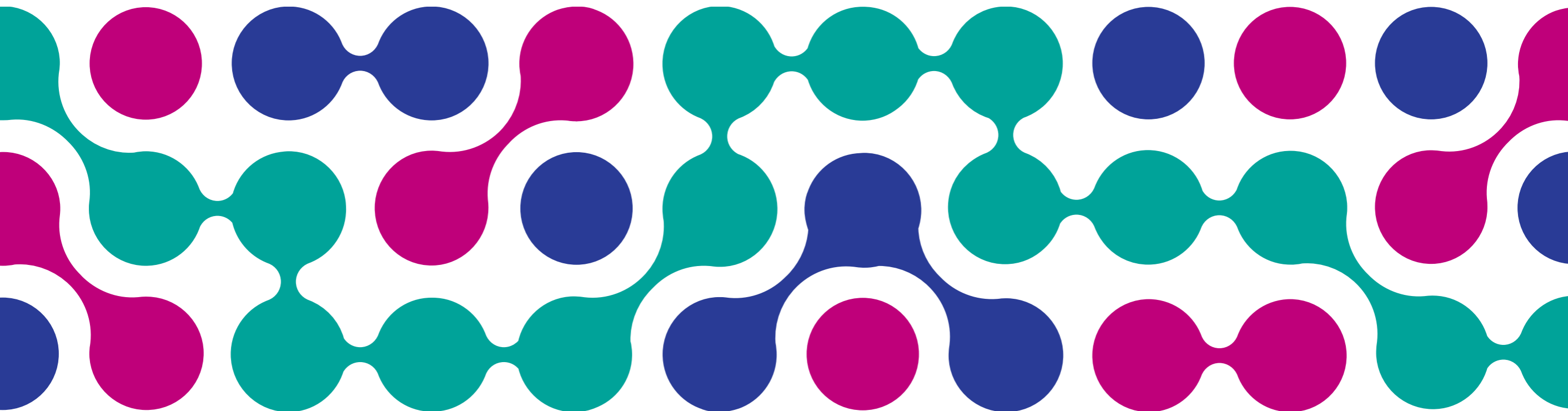
15.09.22



# Primary Care Operational Update

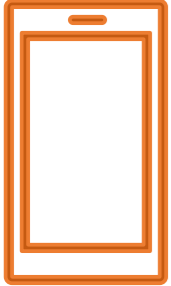
- Current Appointment Data
- Wiltshire PCN Enhanced Access Plans
- Update on COVID-19 Vaccination Programme

# Improving Access to General Practice Appointment data Wiltshire



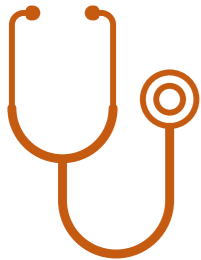
# Current Position in General Practice

## Across the system we are seeing increasing demand across all channels



- Significantly increased demand for appointments, with more patients considering their condition to be urgent
- Particular increase in the working age, generally well population accessing general practice
- Increase in “health anxiety” and mental health consultations

## Clinical capacity stretched across routine, urgent, long term condition management and preventative services



- Backlog of routine chronic disease management including diabetes, respiratory and heart disease
- Continuing to see presentations of undiagnosed illnesses following lockdowns
- Ongoing effort to offer preventative services (immunisations and screening)
- Continuing to manage people on the waiting lists to access community and secondary care services

## General practice workforce and premise pressures



- Increased staff turnover due to pressures in general practice
- Workforce capacity is stretched to maximum across all services including vaccinations
- Sickness absence of staff both Covid and non-Covid related
- Longstanding premises pressures across surgeries increasingly limiting ability to expand services

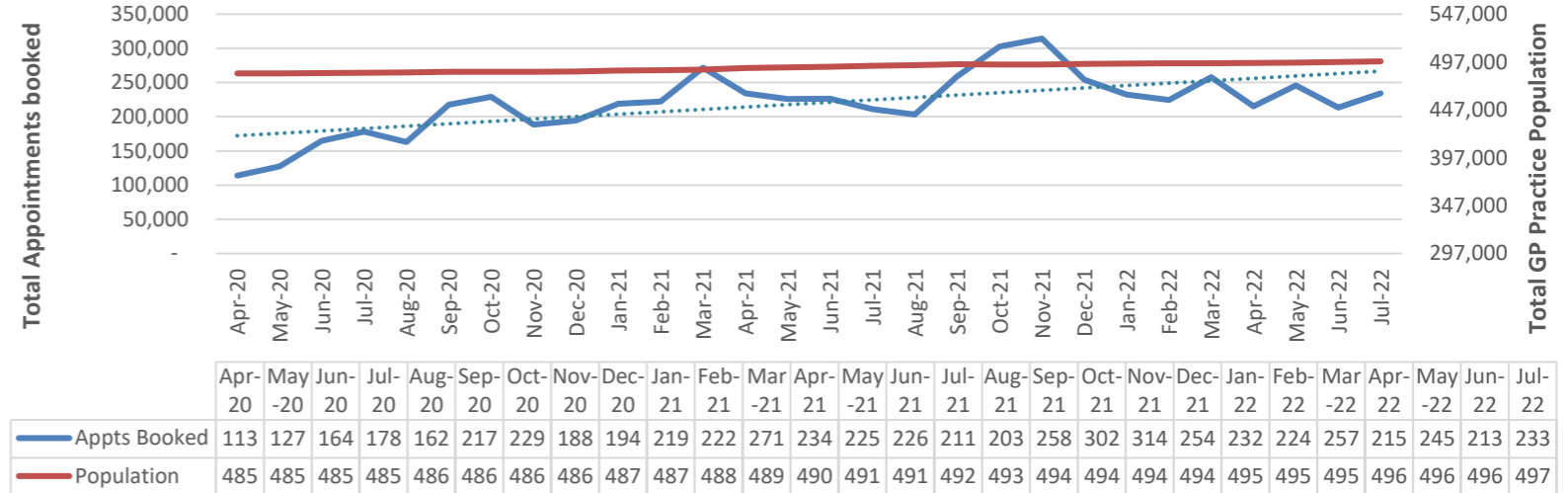
# Current Performance

Wiltshire report of booked GP Practice Appointments in July 2022 shows the total Appointments was **233,000** compared to **211,000** in July 2021.

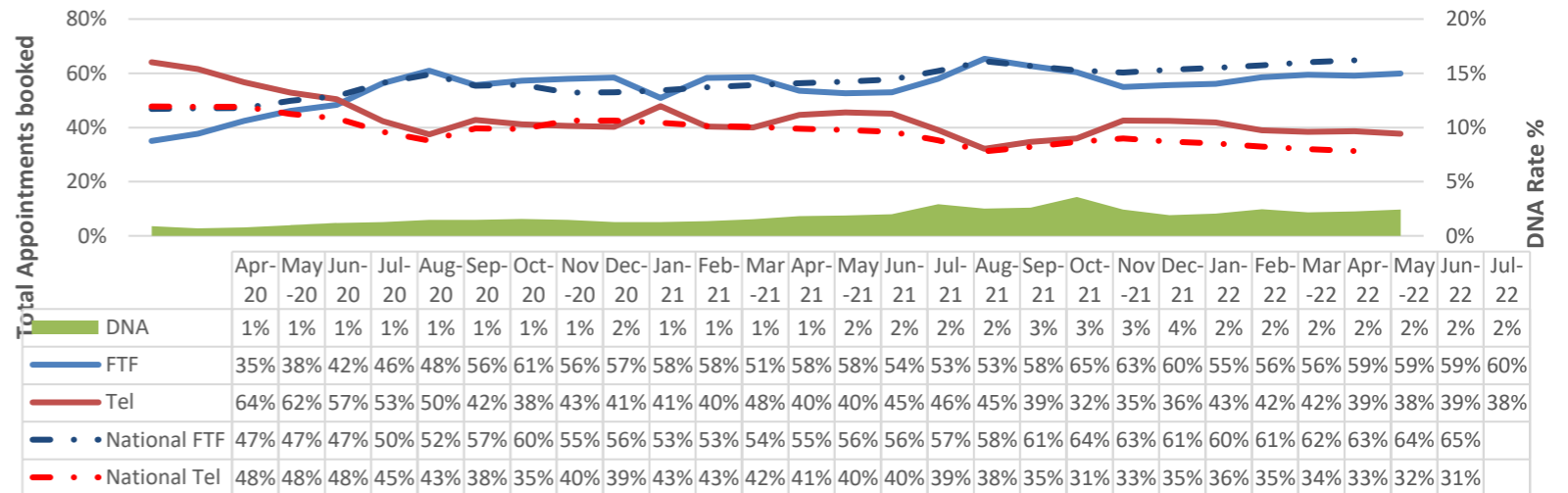
Wiltshire report of mode of GP Practice Appointments in July 2022 shows face to face appointments are **60%** of the total appointments compared to **53%** in July 2021.

The report now includes the national proportion for Face to Face (FTF) and Telephone appointment Modes represented by dotted lines on the graphs

Wiltshire - Total GP Practice Appointments Booked and GP Practice Population



Wiltshire - Total GP Practice Appointments Booked by Mode and DNA Rate



# How we have been listening to local people

Over the past 6 months we have carried out wide ranging engagement to better understand the views of local people about access to health care services

**Healthwatch collaborative project** to report on Access to GP led services (Report July 2022, pending publication)

## **Partnership working**

Committed partnership approach between ICB, Local Authority, Healthwatch, Public Health and VCSE

## **Social listening**

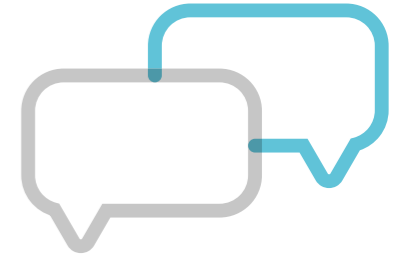
Continued listening across social media channels to better understand the views of local people around access to services and promoting advice and self care.

## **Connecting with our communities**

In 2022/23 relaunch the work started in Trowbridge in 2021/22 and expand this to other areas in Wiltshire (Salisbury and Devizes)



# What we have heard



## Healthwatch:

- Majority of Wiltshire patients satisfied that they had **reasonable access** to their GP practice
- 75% of respondents agreed they saw or had a consultation with the **person best placed** to deal with their issue or concern
- Patients' experience of their appointment was **generally good**,
- **Difficulties in getting through** on the telephone and “navigating” receptionists as “gatekeepers” were recurring themes for many respondents.
- There was widespread recognition that Covid and its restrictions had altered the way **services could be delivered**.
- Feedback from practice staff include recognition of a tired, overstretched workforce that are becoming frustrated with the public's demands and attitudes. There is a call for **patient engagement** to highlight the way in which triaging works and why this is necessary.
- When asked what could be improved, the largest response focused on the need for **more face to face** appointments. People recognised that telephone consultations can be very useful and convenient, but missed the personal touch and reassurance of seeing a GP or clinician face to face.
  
- **Digital access** is welcomed by the majority of users, some find it too complicated or confusing
- There is a strong need to **reconnect with neighbourhoods** and communities - they feel they don't know what is currently going on
- The NHS is a trusted source of information but there is less awareness of localised sources of information
- **Partnership working** in a different way is powerful - shared leadership and ownership of issues is important
- **Communities** want to help themselves but often don't have the time, money or knowledge to get started
- We still need to work harder to reach people - including accessible materials and making time to have a presence in local communities



# What are we doing in response?



## Supporting staff in primary care

BSW Academy; recruitment and retention;; Resilience support; NHS Wellbeing offer; Staff Training and Development (Care navigation & signposting, Digital triage, Managing difficult conversation)



## Increasing workforce capacity & skills mix

PCN recruitment to new clinical and non clinical roles in primary care (clinical pharmacists, paramedics and physician associates, mental health practitioners, social prescribers, care navigators etc.); GPs and nurses fellowship offer



## Improving premises and releasing capacity

Minor improvements grants to maximise clinical room capacity in general practice  
6 facet survey and PCN estate toolkit launched to identify needs, informing future estates strategy



## Utilising digital to support people

Digital solutions implemented to improve access, communications and increase efficiencies ( VoiP, Population health segmentation, Online/ Video consultations)  
Practice website development



## Self care and alternatives to general practice

Community pharmacies, 111, 111 CAS  
Ongoing work on CVD prevention workstream (hypertension, obesity, health checks)



## Continuing to engage and communicate with our residents

Optimising practice online presence- consistent messaging about services and how to access these



## Population health management

Population Health segmentation being rolled out  
Care navigators and social prescribers recruited to engage our communities better  
High intensity user management deployed focusing on high risk patients

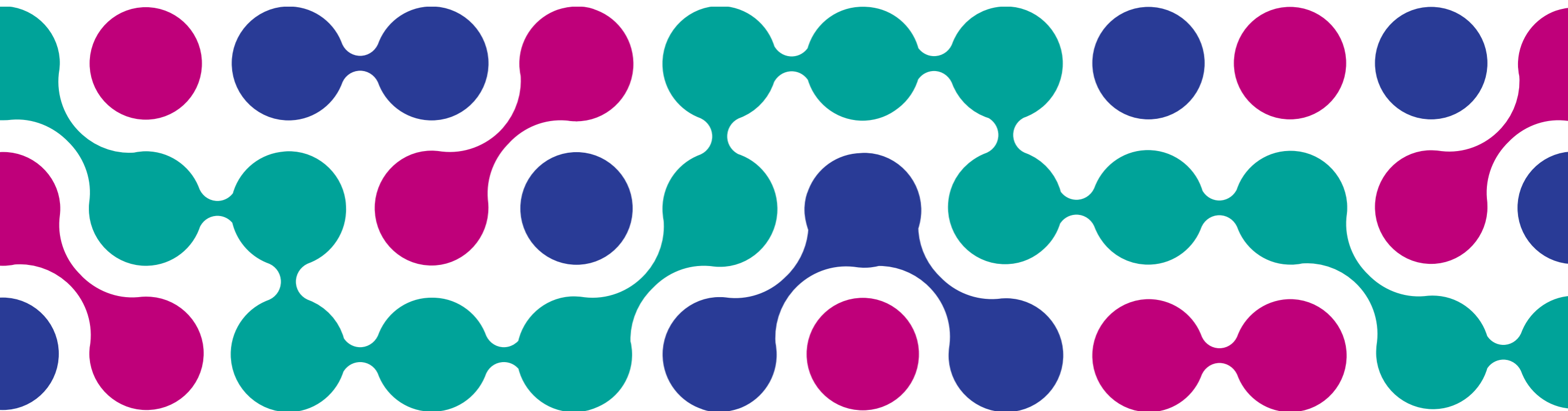


## Maturing PCN and Neighbourhood development

PCN transformation plans to develop at scale models  
Development of Integrated care models using population health data



# Wiltshire PCN Enhanced Access Plans



# PCN DES Background

- March 2022 NHS England publish 'Enhanced Access for General Practice'.
- The new service brings the existing PCN extended hours and the CCG commissioned improved access services together and sets out to offer a more standardised consistent approach to patients
- Enhanced Access appointments will be available between 6.30pm – 8pm Monday to Friday and 9am to 5pm on Saturdays from 01 October 2022
- Required to provide 60 minutes per 1000 patients

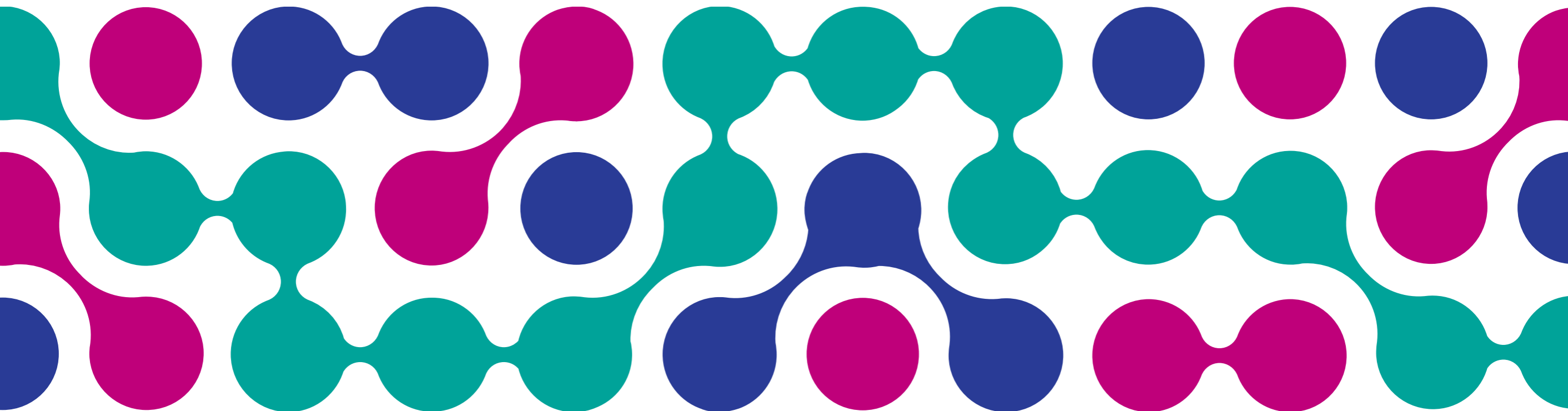
## PCN DES Criteria

- MUST – meet the Network Standard Hours
- MUST – engage / involve patients
- MUST – have a range of types of appointments and mode of delivery i.e., face to face, digital, telephone
- Have also engaged with Healthwatch Wiltshire
- All unused appointments made available to NHS111

# Summary

- Good coverage of the Network Contract Hours in multiple modes and appointment/clinic types
- Providing approx. 502 additional hours per week
- Good patient engagement
  - PPG's, Surveys via multiple modes (text, face to face)
  - Direct engagement with Healthwatch Wiltshire, learning from previous published reports
- Good collaborative working across PCN's (West Wilts model)
- Some sub-contracting arrangements in place
- Wide variety of digital access
  - Variety of providers to include direct communication; integration into the clinical record; medicines management; online appointments; automatic coding, patient communication (with language translation) etc.

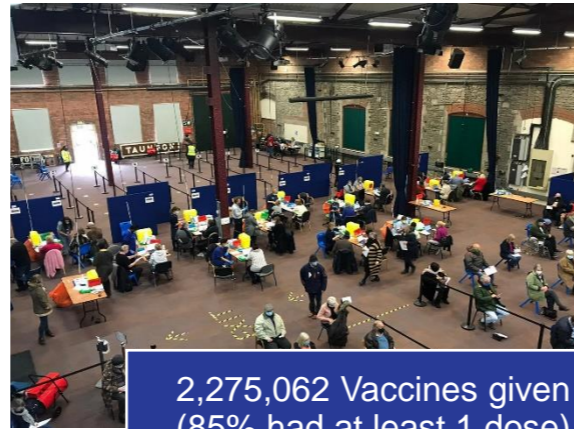
# Autumn Vaccination Programme



# Covid Vaccination Achievements



1000s of volunteers



2,275,062 Vaccines given  
(85% had at least 1 dose)



20,000 vaccines per day in  
Dec 2021



11338 via Outreach  
programme



1500 workforce pool employed  
staff



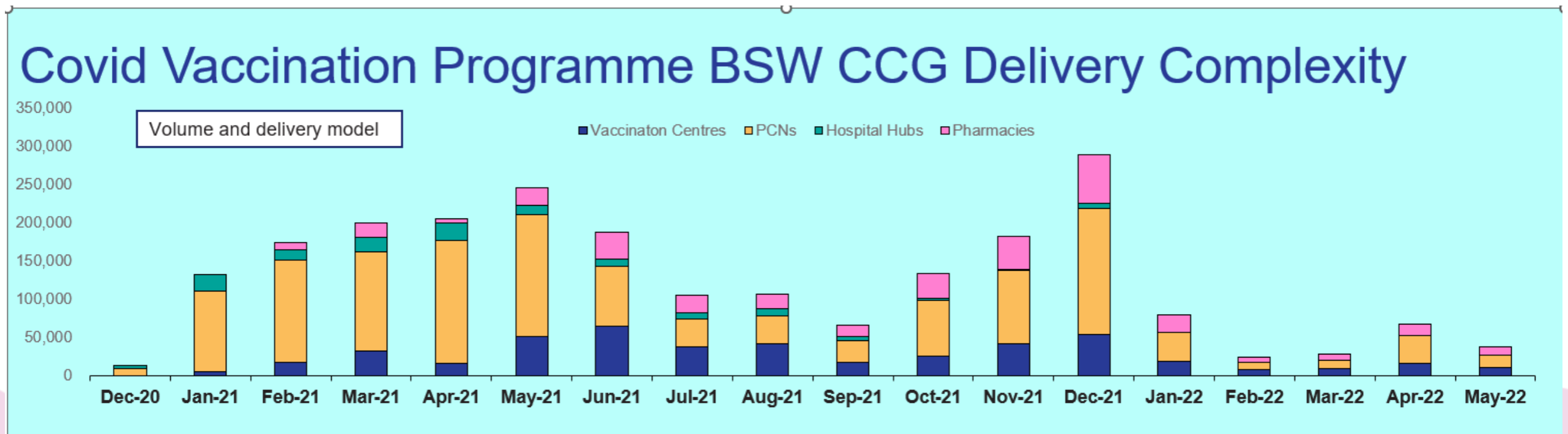
55 vaccination centres  
including some attracting  
international media!





# Delivery Model

- 23 PCNs (NHS and non NHS sites)
- 2 Large Vaccination Centres
- Hospital hubs
- Community Pharmacies
- Roving teams for outreach/in-reach, pop ups, housebound, care homes





# Covid Vaccination Current situation

## Spring Boosters

- (over 75s, care home and housebound)
- plus children 5-11
- largely completed

## Evaluation and Quality Improvement

- Throughout programme – continuous improvement
- Site visits
- Feedback
- Inequalities at core of approach
  - MECC as standard

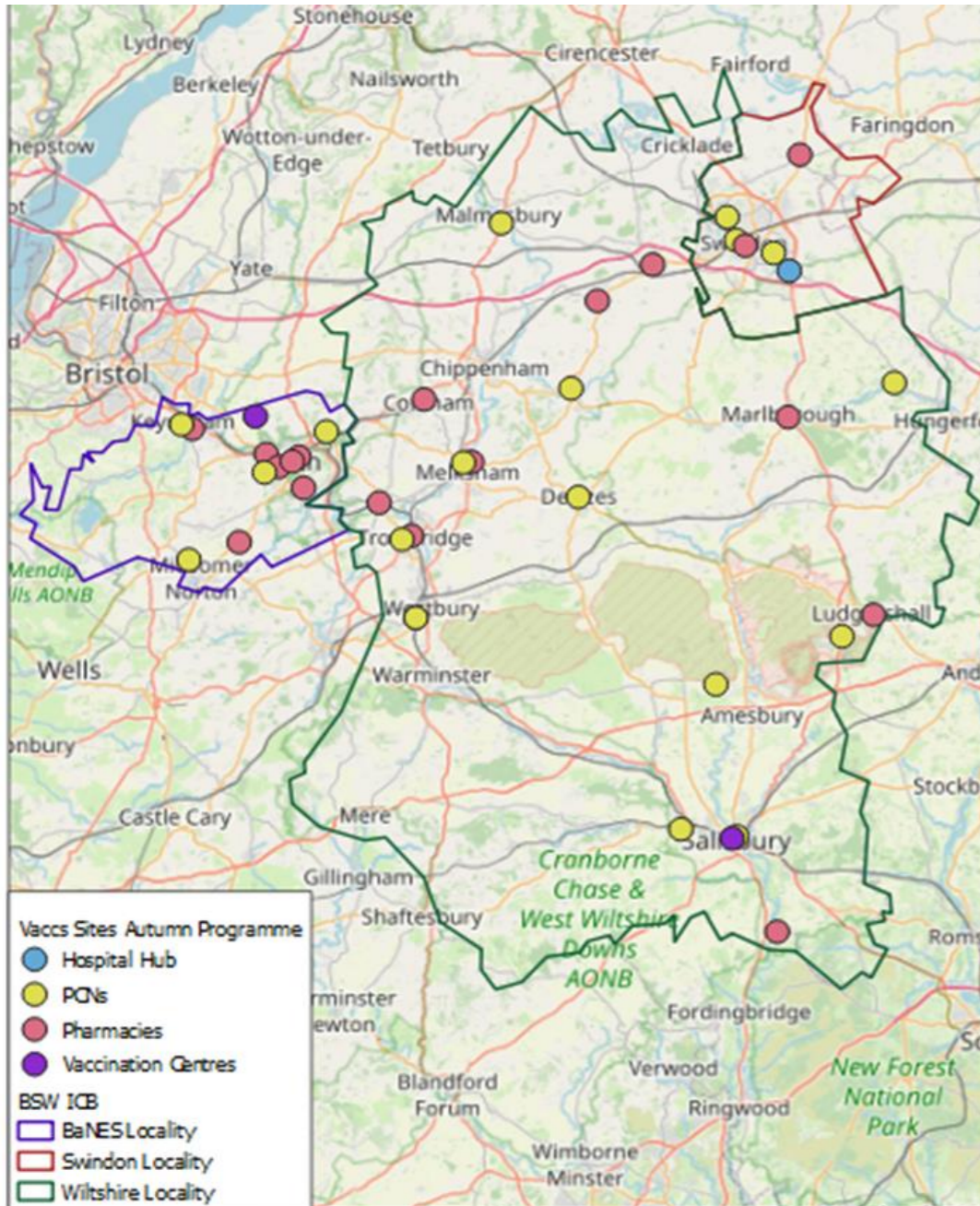
## Autumn Programme

- Due to start 5th September
- Over 50s, care homes, housebound, immunosuppressed, Health and social care workers, carers plus others
- Weekly Operational Group
- New vaccines being approved

## Outreach / Roving programme continues

- How to ensure we don't lose the legacy of covid and integrate with other vaccines such as flu, and other childhood imms
- Plan for teams to continue even when nearing end of Phase 5 as part of wider integrated strategy

# Coverage & Access for 2022/23



- Majority of PCNs participating so good geographic coverage
- Additional pharmacy cover requested in some areas
- Bath Racecourse and Salisbury City Hall will remain open
- Roving teams from VCs (Salisbury City Hall, Bath Racecourse) and STEAM Swindon (Brunel PCN) will provide teams to deliver pop up to reduce inequalities
- The roving teams can also cover any housebound or care homes in PCNs who are NOT participating
- The roving teams may be subcontracted to deliver to housebound or care homes by PCNs who are participating, but do not have the capacity to deliver to these cohorts
- Pop-up / satellite sites **not** included on the map opposite

- BSW Influenza plan for 2022-23 submitted and approved by NHS England
- Cohort extended to match covid (i.e. over 50s) plus 2-3yr olds
- Working on joint strategy for covid and flu to improve uptake and reduce inequalities
- Co-administration encouraged particularly where unlikely to reattend
  - E.g. housebound, homeless, unregistered
  - Additional supplies ordered for vaccination teams delivering roving vaccination to ensure consistent supply for these under-represented groups
- Communications strategy to encourage uptake of both flu and covid to prevent winter respiratory viruses and reduce risk of hospital admission
- Focus on maternity uptake rates and communication / awareness



Thank you and any questions

