



# IOW Primary Care Access & Patient Survey 2023/24

Health Overview and Scrutiny Committee – 4<sup>th</sup> March 2023

# Content Outline

- **Primary Care Access**
  - Priorities
  - Recovery plans
  - Appointment data
- **Patient Survey**
- **Summary of key messages**

## Practices & PCNs have been focusing on 3 key areas during 2023

### PCN Improvements in 3 key areas Baseline data for:



#### Patient experience of contact:

- GPPS
- F&F
- PPG activity levels (local)



#### Ease of access & demand management:

- CBT & functionality
- Online consultations
- DNAs (local)
- Appointment reminders (local)



#### Accuracy of recording in appointment books:

- National GPAD data

## Plans

### 1 Patient Experience of Contact

- Local survey of patient experience (Island-wide survey)

### 2 Ease of access & demand management

- Review of cloud-based telephony (CBT) functionality and opportunities across the PCN
- Review of triage and signposting processes across the PCN, share learning and implement improvements where possible
- All practices to have mapped their appointments to the 3 main Apex categories

### 3 Accuracy of recording in appointment books

- All practices to have access to regular GPAD data
- Review recording of appointments in books in line with 2021 GPAD guidance with support from ICB and regional team

## Progress against recovery plans

cloud-based  
telephony

island-wide  
website audit  
programme

local patient  
experience  
survey

recruitment of  
additional roles to  
multi-disciplinary  
teams

GP Practices are  
offering more  
appointments  
year on year

Data analytic  
software (APEX)

# IOW Appointment Data – last month

Data obtained from Apex for January 2024

Includes all data that is mapped through to Apex

 **103,302** appointments booked  
with an average of **160** per 1000  
patients per week



## MODE OF CONTACT

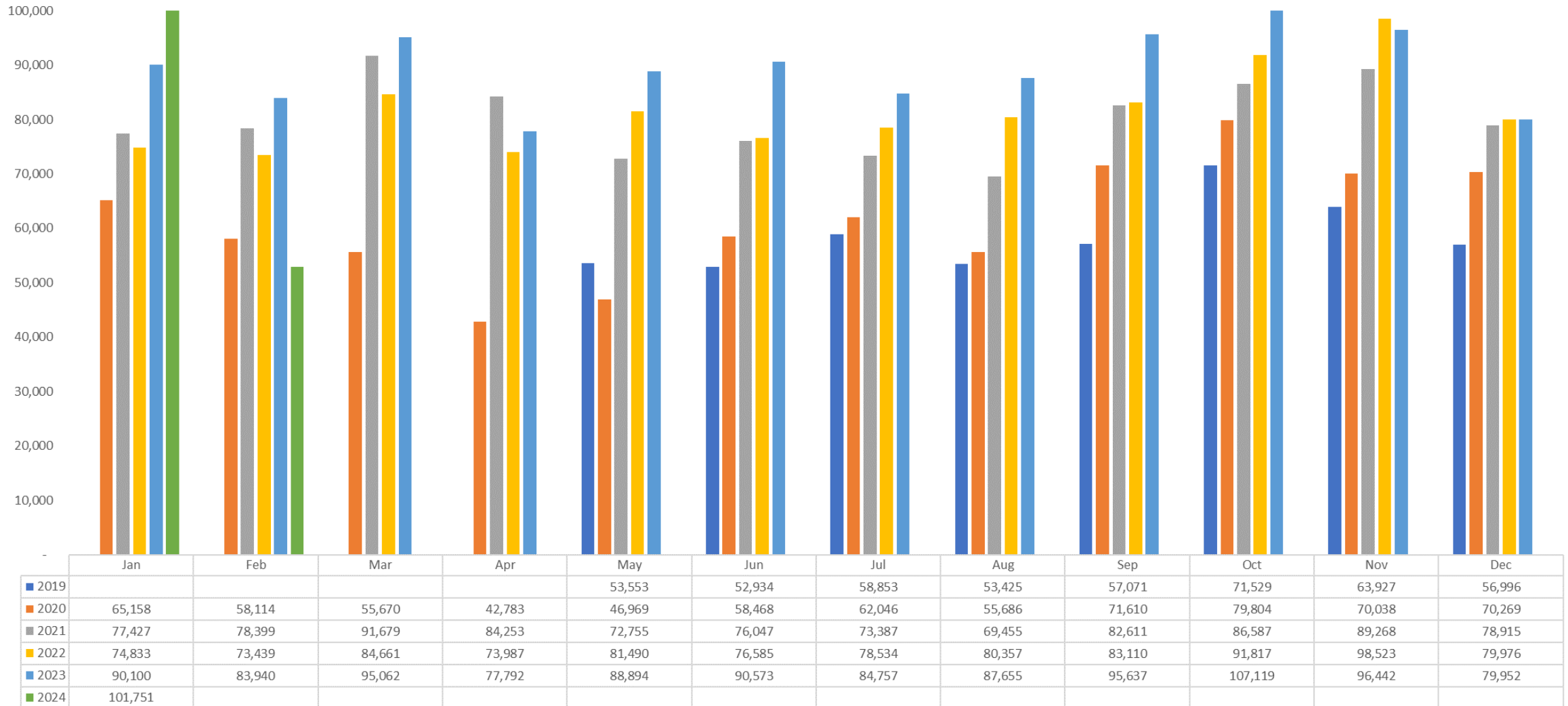


## AVAILABILITY

**35%** booked on the day (urgent)

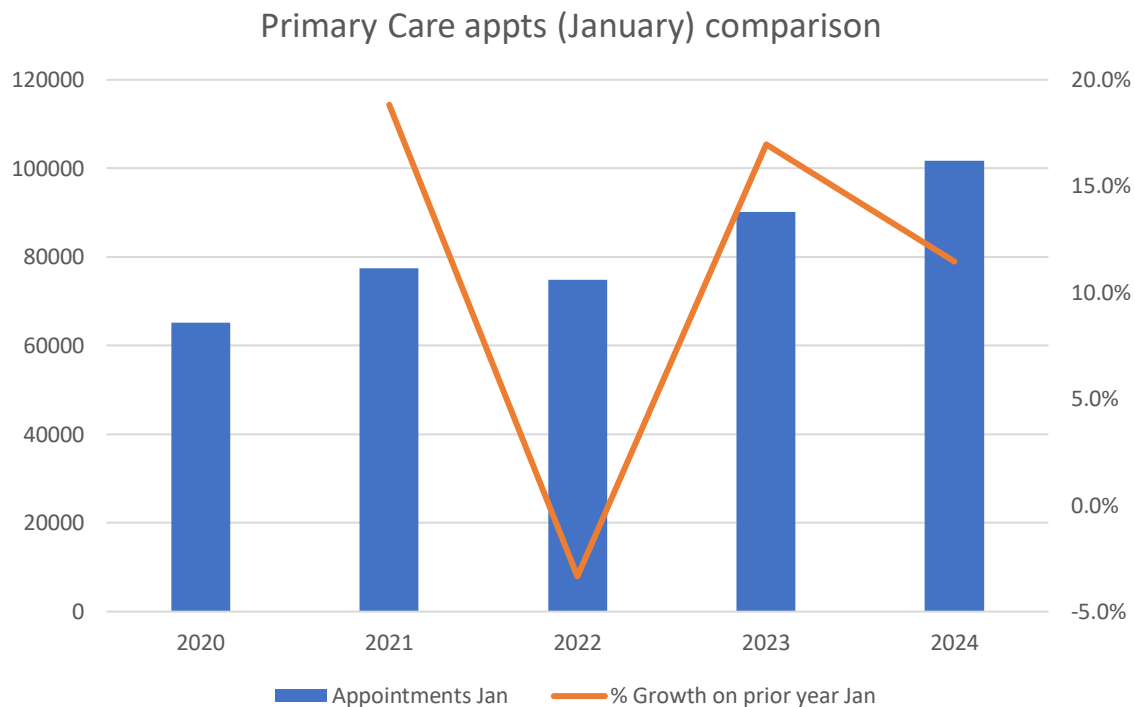
- **103,302** appointments in primary care – this equates to 70% of our population being seen once
- **58,882** patients had a face-to-face appointment – this equates to 40% of our population being seen
- **36,155** appointments were booked on the day as urgent – this equates to 25% (one in four) of our population being seen urgently

# IOW Appointment Data – last five years



June and September 2022 include extra Bank Holidays, May 2023 includes an extra Bank Holiday, February 2024 data incomplete

# IOW Appointment Data – last five years



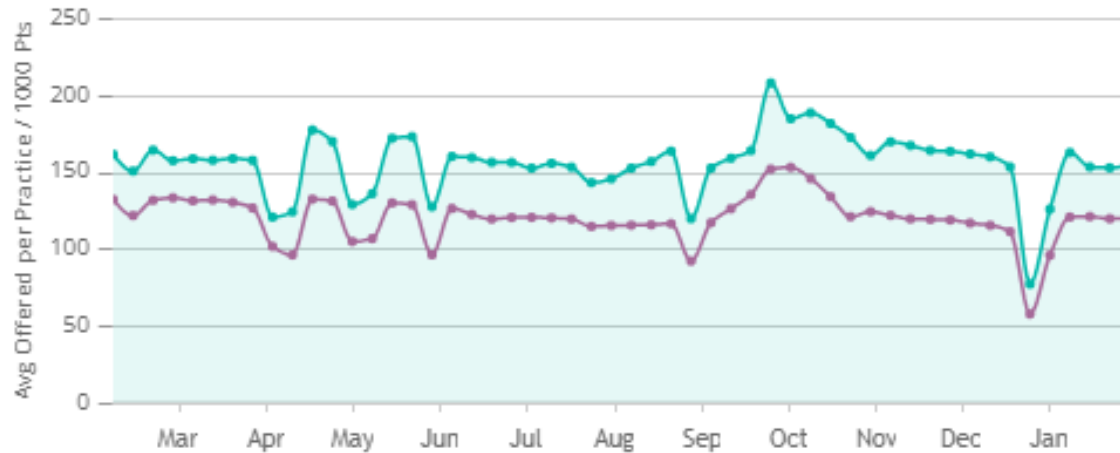
Taking January as a representative month (trend is in line with full year growth), total growth across the 5-year period shows an increase of 56% more appointments being offered

Workforce has diversified into more multi-disciplinary roles over the period, in recognition of the challenging nature of workforce capacity within GP and nursing roles.

During this period, GP and nurse numbers have remained flat whilst direct patient care roles have increased by c65%

Year	Appointments Jan	% Growth on prior year Jan
2020	65158	
2021	77427	18.8%
2022	74833	-3.4%
2023	90100	16.9%
2024	101751	11.5%

# Appointments offered and booked – IOW vs HIOW ICB



## Overall

Total  
**1,190,765**

Avg / Week  
**22,899**

## Per Practice

Per 1000 Pts  
**8,099**

Per 1000 Pts/Wk  
**156**

Booked  
**87%**

## Day Breakdown

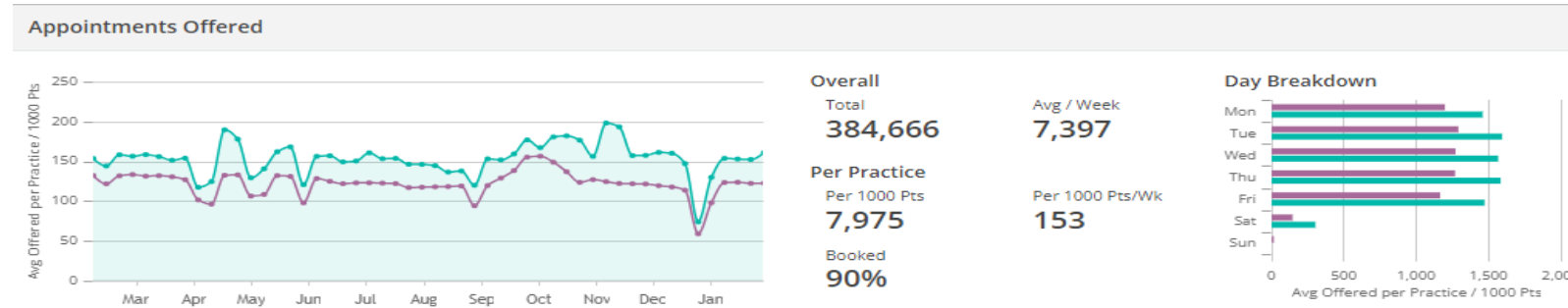


- As a place the IOW is offering its population a higher proportion of weekly appointments per 1000 patients than the ICB average (**156 per 1000 patients** vs **120 per 1000 patients**)
- Between 6<sup>th</sup> Feb 2023 and 4<sup>th</sup> Feb 2024 over **1.1 million appointments** were made available to Island residents across the 3 PCNs.
- 87% of these appointments were booked equating to 1.03 million appointments

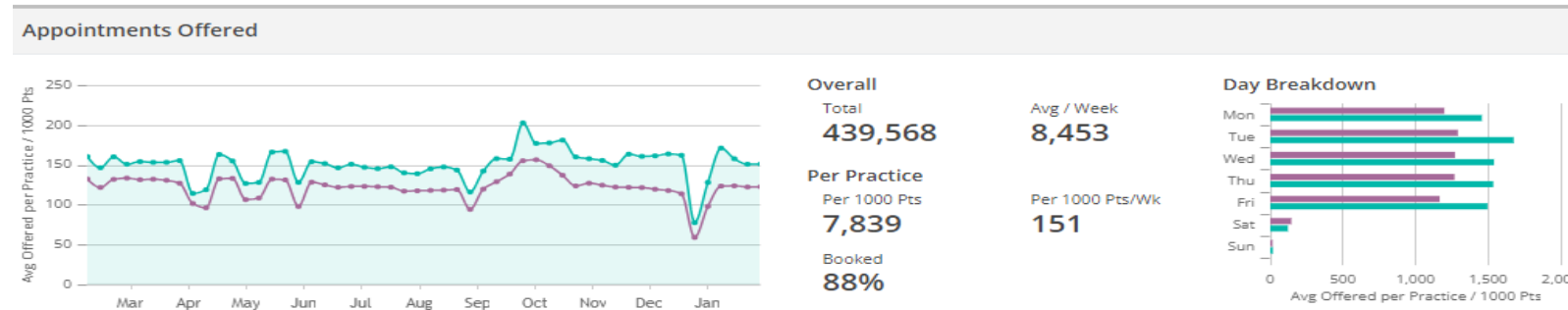


# Appointments offered by PCN

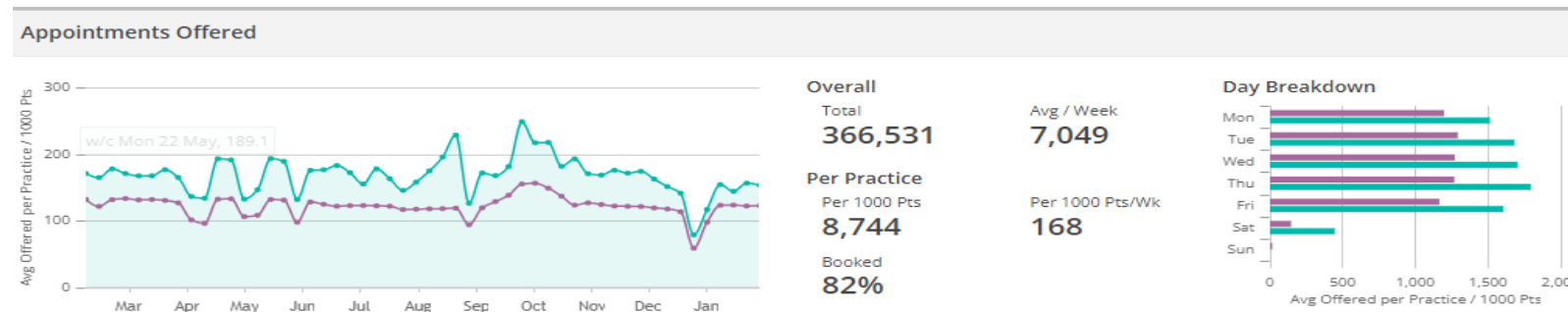
Central and West PCN vs HIOW ICB



North and East PCN vs HIOW ICB



South PCN vs HIOW ICB



- All PCNs on the Isle of Wight are offering the population a higher proportion of appointments than the HIOW ICB average.
- This also includes a higher proportion of Saturday appointments through enhanced access service

Data taken from Apex for a 52-week period between 6<sup>th</sup> Feb 2023 – 4<sup>th</sup> Feb 2024

# IOW Patient Survey 2023/24

As part of their Capacity & access improvement plans....

- All 12 practices are phasing in the survey across their clinics and appointment types
- A survey gets sent to a patient following their appointment
- Over 12,000 responses (c8% of island population) have been received between October 2023 and end of Jan 2024
- Practices and PCNs are actively reviewing their data on a regular basis to enable quality improvement actions to be identified.
- In the 2023 National GP Patient Survey, 3528 surveys were sent out across the island, with 1,443 responses ~ 40.9% response rate but only equating to 0.99% of our population

# In summary...



**1.1 million appointments** offered to the Island population over a 52-week period



**56% more appointments** than five years ago, despite roughly the same GP & nurse numbers

**90%** of those that accessed their practice felt it was easy to do so

**93%** were satisfied with their last contact with the practice

**92% would recommend their practice** to their family and friends



**156 appointments offered per 1000 population weekly on the IOW**



**120 appointments offered per 1000 population across the HIOW ICB**

# Appendix

- National Context
- Our multi-disciplinary teams
- Patient Survey question results

## National Context

In May 2022, Dr Claire Fuller, published her stocktake report of how primary care can best be supported within the emergent integrated care systems (ICSs) to meet the health needs of people in their local areas. The vision for integrating primary care, improving access experience and outcomes for communities was centred around:

- Streamlining access to care and advice for people who get ill but only use health services infrequently: providing them with much more choice about how they access care and ensuring care is always available in their community when they need it
- Providing more proactive, personalised care with support from a multidisciplinary team of professionals to people with more complex needs, including, but not limited to, those with multiple long-term conditions
- Helping people to stay well for longer as part of a more ambitious and joined-up approach to prevention.

# National Context

In May 2023, the government published its recovery plan for primary care. The plan sets out four key areas to support recovery:

- **Empower patients to manage their own health** including using the NHS App, self-referral pathways and through more services offered from community pharmacy.
- **Implement modern general practice access** to tackle the 8am rush, provide rapid assessment and response, and avoid asking patients to ring back another day to book an appointment.
- **Build capacity to deliver more appointments** from more staff than ever before and add flexibility to the **types of staff recruited** and how they are deployed.
- Cut bureaucracy and reduce the workload across the interface between primary and secondary care, and the burden of medical evidence requests so practices have more time to meet the clinical needs of their patients.

# Our Multi-disciplinary teams

## Overall Objectives

- **Maximise recruitment** of the ARRS roles
- **Expand the skillset and specialist experience** across General Practice
- **Increase efficiency and effectiveness of care and support** provided to practice population by ensuring they are seen by the **most appropriate** member of the workforce
- **Promote integrated and multi-disciplinary working** across the local delivery system



12.5 WTE Clinical Pharmacist & 4.5 WTE Pharmacy Technicians



5.9 WTE Musculoskeletal First Contact Practitioners



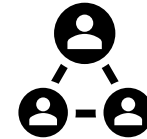
7.6 WTE Health and Wellbeing Coaches



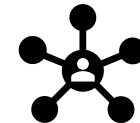
1 WTE Dietician



4.76 WTE Physicians Associate



9.6 WTE Social Prescribers



23.85 WTE Care Coordinators



15.2 WTE GP Assistants



1 WTE Podiatrist



4.2 WTE Nurse Associate and Trainee Nurse Associate



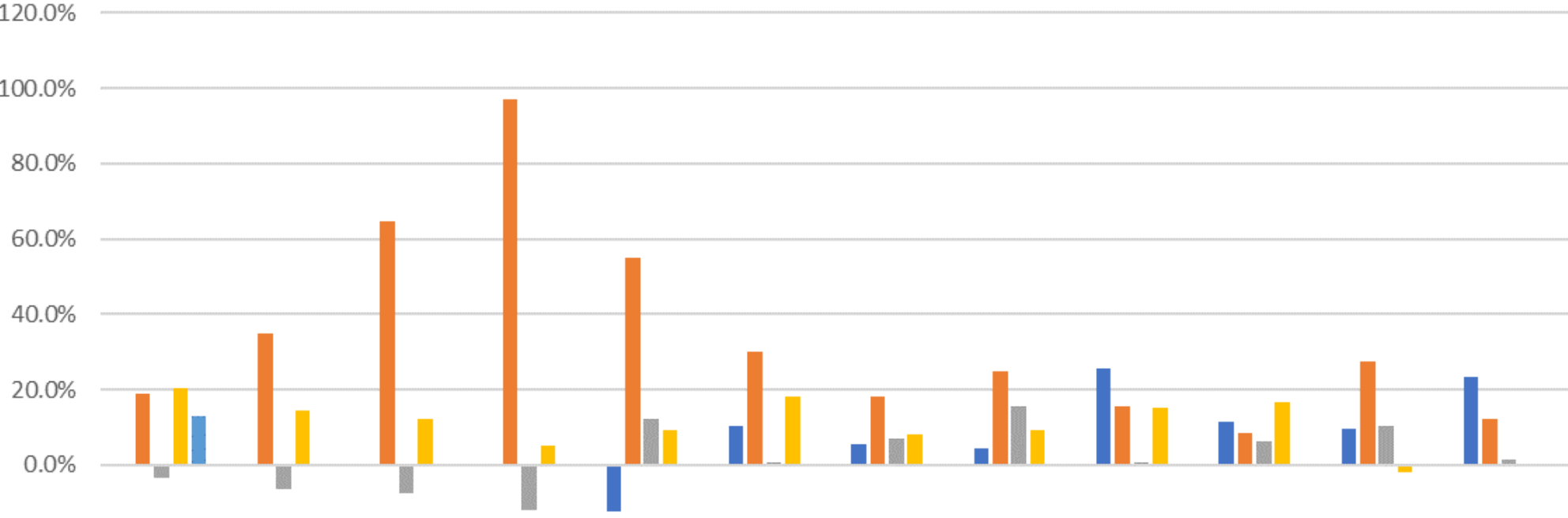
10.8 WTE Advanced nurse Practitioners



19.5 WTE Paramedics

# Monthly Appointments Growth

% Growth compared to previous year by month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
■ 2020					-12.3%	10.5%	5.4%	4.2%	25.5%	11.6%	9.6%	23.3%
■ 2021	18.8%	34.9%	64.7%	96.9%	54.9%	30.1%	18.3%	24.7%	15.4%	8.5%	27.5%	12.3%
■ 2022	-3.4%	-6.3%	-7.7%	-12.2%	12.0%	0.7%	7.0%	15.7%	0.6%	6.0%	10.4%	1.3%
■ 2023	20.4%	14.3%	12.3%	5.1%	9.1%	18.3%	7.9%	9.1%	15.1%	16.7%	-2.1%	0.0%
■ 2024	12.9%											

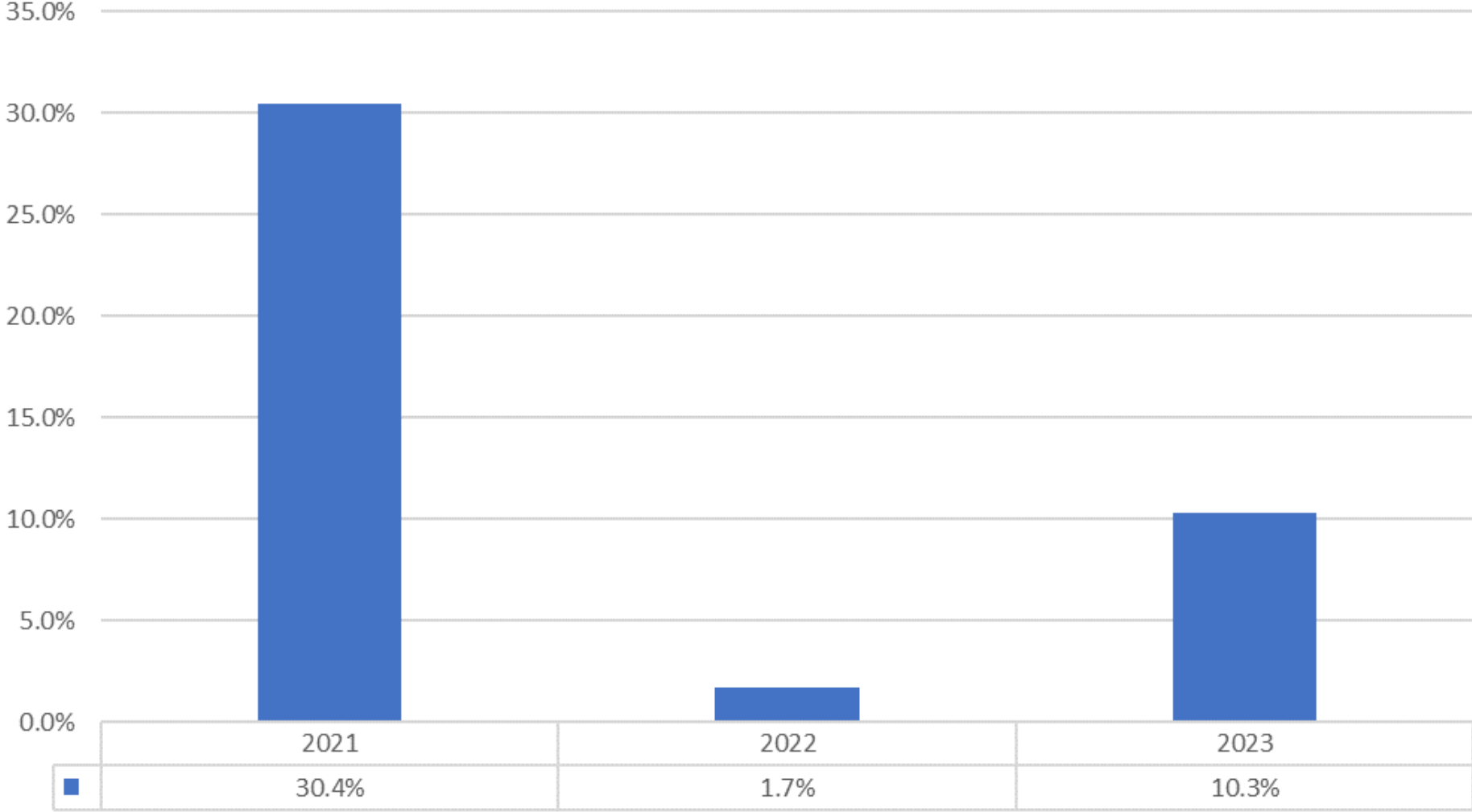
■ 2020 ■ 2021 ■ 2022 ■ 2023 ■ 2024

June and September 2022 include extra Bank Holidays, May 2023 includes an extra Bank Holiday



# Annual Appointments Growth

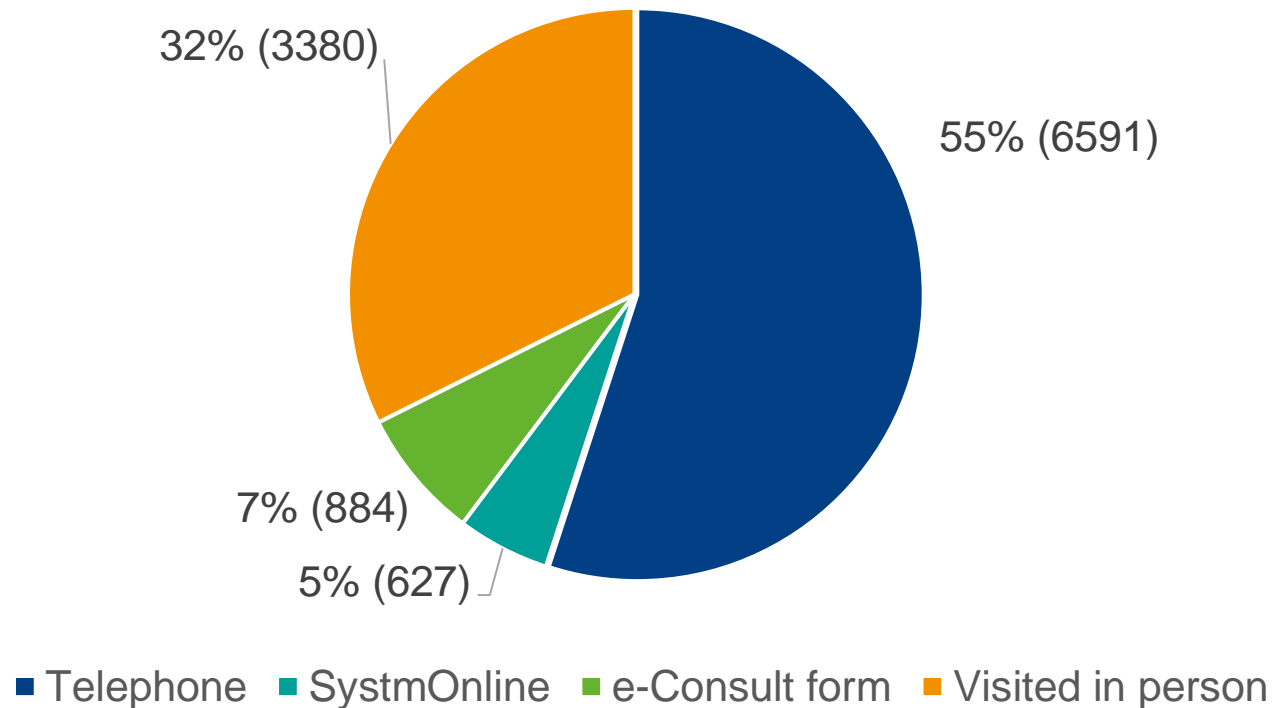
Percent growth in appointments compared to previous year



June and September 2022 include extra Bank Holidays, May 2023 includes an extra Bank Holiday

# IOW Patient Survey 2023/24

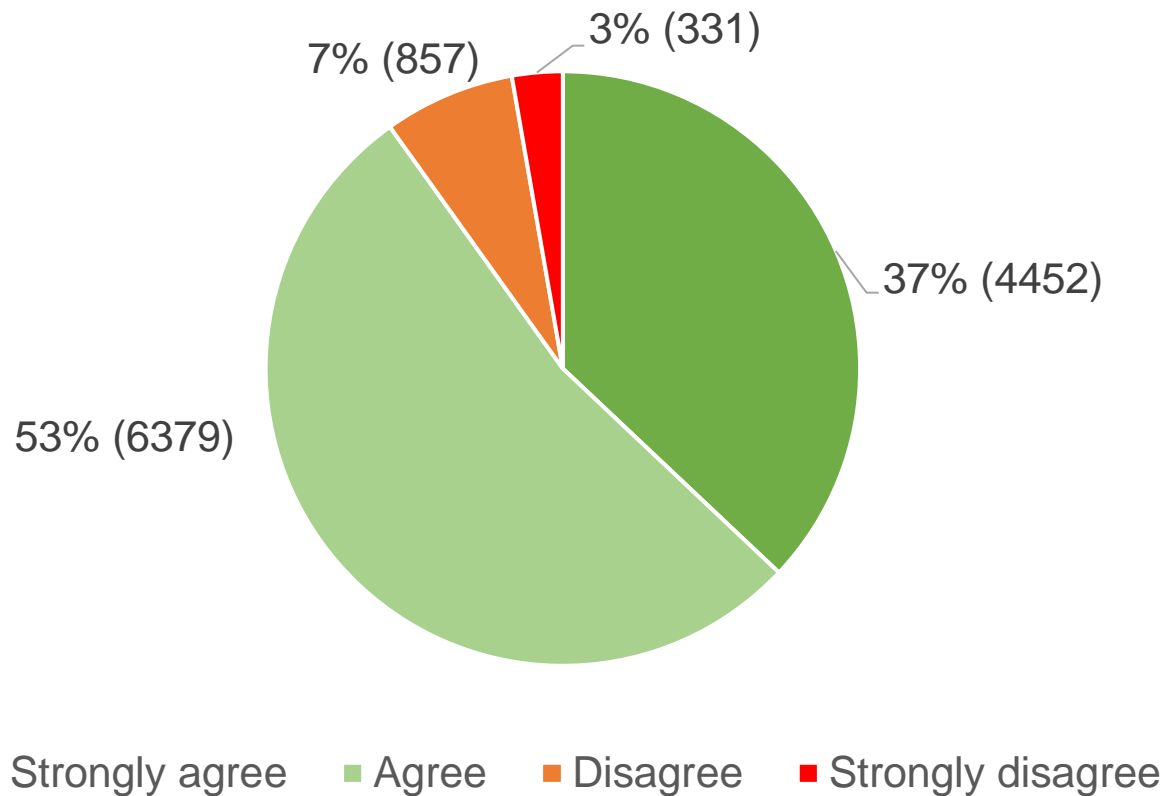
## How did you make your appointment?



- A majority of those that completed the survey made their appointment over the phone or by visiting the practice.
- Total responses: 11,982

# IOW Patient Survey 2023/24

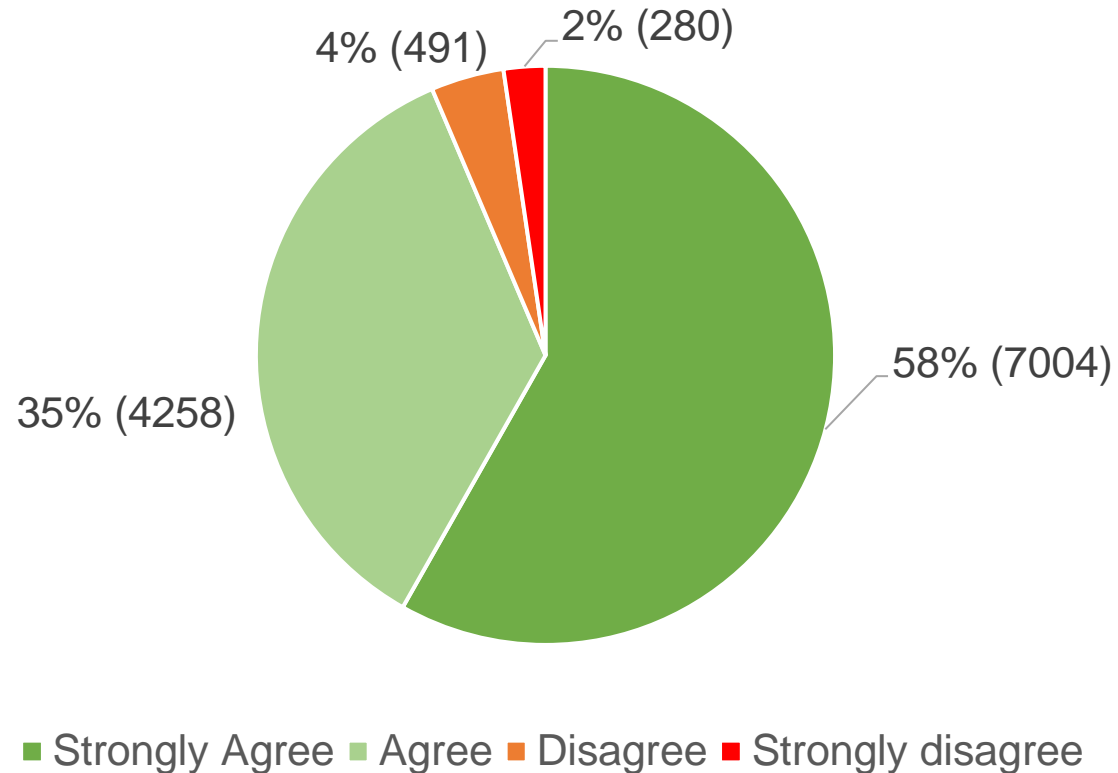
**It was easy to access the service?**



- 90% of those that completed the survey found it easy to access the service
- Total responses: 12,019

# IOW Patient Survey 2023/24

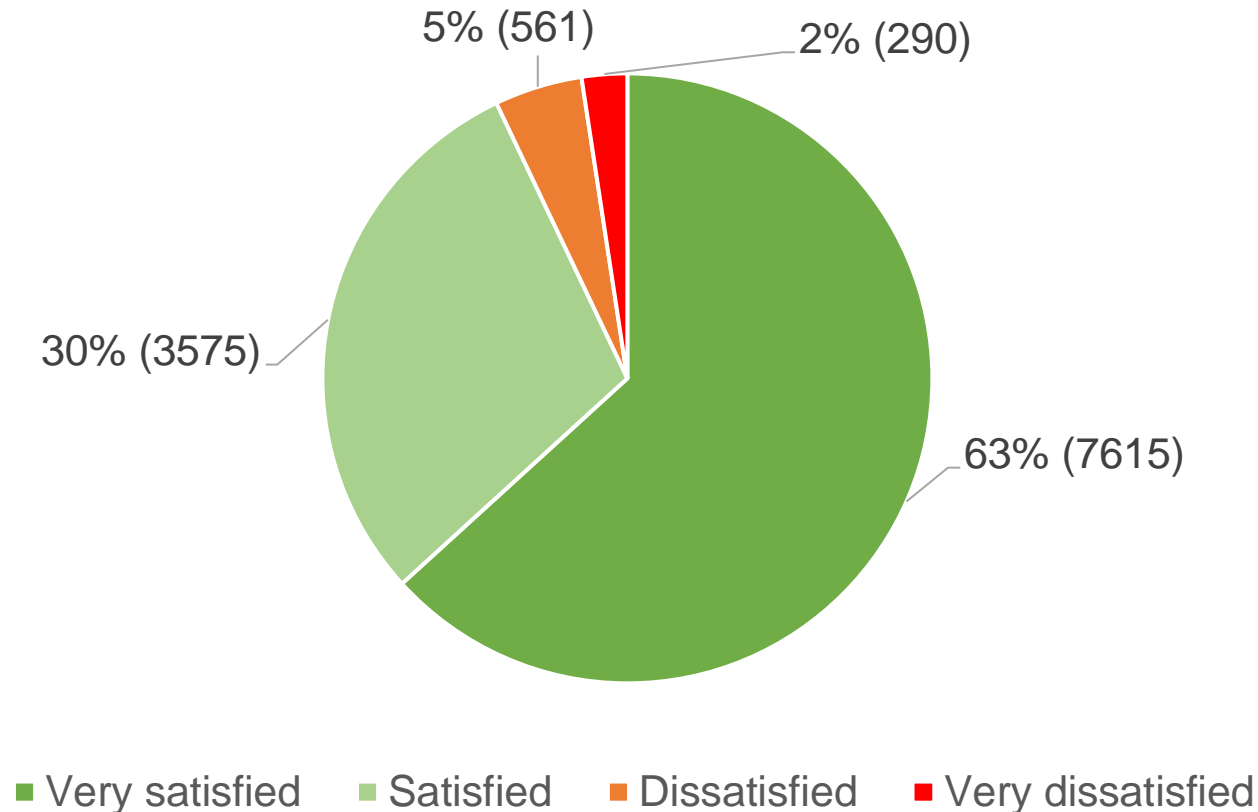
I am happy with the outcome because it met my needs?



- 92% of those that completed the survey were happy with their outcome and felt it met their needs
- Total responses: 12,033

# IOW Patient Survey 2023/24

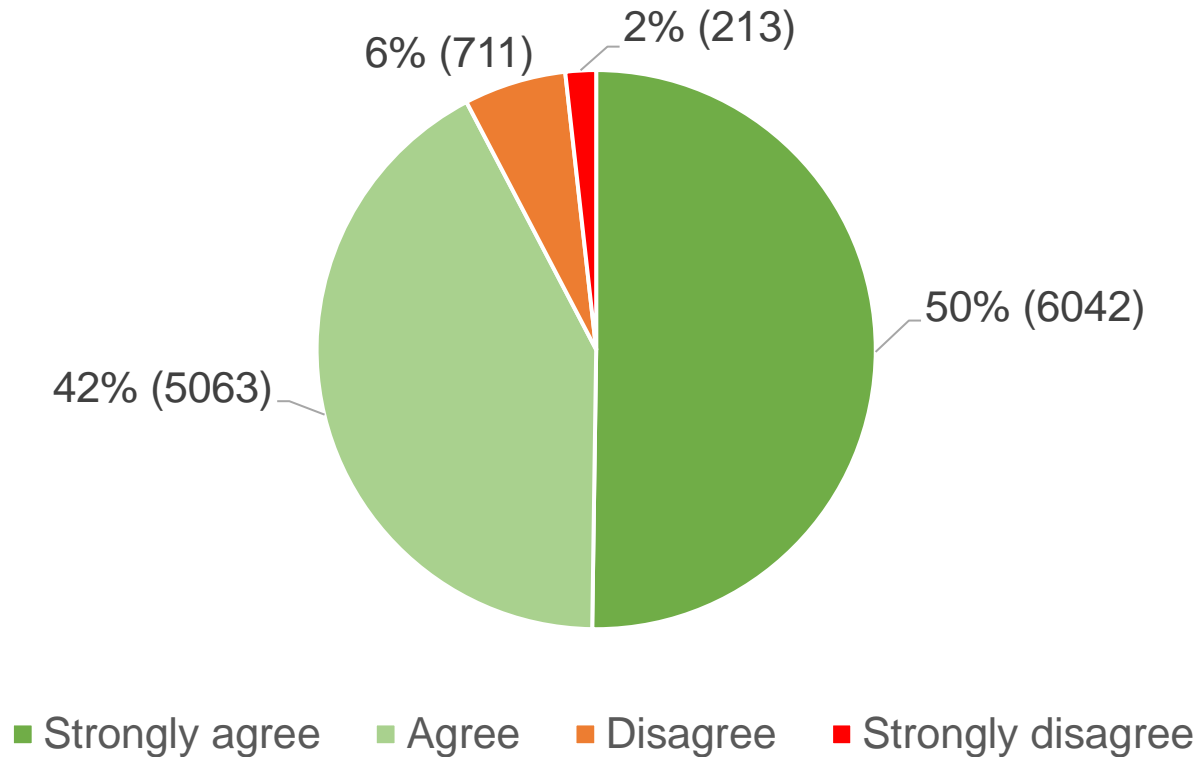
How satisfied are you with your last contact with your practice?



- 93% of those that completed the survey said they were satisfied with their last contact with the practice
- Total responses: 12,041

# IOW Patient Survey 2023/24

I would be happy to recommend my practice to my family and friends?



- 92% of those that completed the survey said they would be happy to recommend their practice to family and friends
- Total responses: 12,029