

# **Improving Access to General Practice**

Jacqui Tuffnell  
Rotherham CCG

**We said:**

**We would  
introduce  
telehealth  
across  
Rotherham**

**We have:**

- Implemented Memory Jogger (Mjog) across Rotherham practices
- Small number are using to enable patients to report results
- 30 practices are using to message patients e.g. flu campaign appointment reminders
- 1400 appointments per month are released back from patients advising they are no longer attending

**We said:**

**Access would be a significant element of our Quality Contract**

**We have:**

- Access improvement is a significant element of our quality contract and a requirement of all 31 practices from 1 April 2017. Spot checks have confirmed compliance as per self-declaration to date
- [Appendix 1](#) - identifies the practices declaration of achievement
- [Appendix 2](#) – identifies the no. of appointments per practice

## **We have:**

- Now implemented 3 weekend hubs for extended access:
- Dinnington - Saturdays
- Kimberworth - Saturdays
- Broom Lane – Saturday, Sundays and 6.30-8pm Monday-Fridays
- From July 2018 the CCG will be funded for providing extended access
  
- Utilisation is improving [Appendix 3](#) identifies usage since commencement – Practices use more at pressure points

## **We will:**

- Increase the extended hours offer to meet demand on Monday – Fridays
- Implement nurse appointments
- Implement e-consultation
- Implement NHS 111 online
- Implement an 'App' for patients that could ultimately lead to a telephone consultation or face to face appointment
- Implement a capacity and demand tool when NHSE make it available

## **We have:**

- Patient online numbers have significantly improved over the last year. The CCG and NHS England are working with practices who are struggling with their uptake of patient online.
- [Appendix 4](#)- current information regarding uptake of patient online.
- We continue to look at ways of raising the profile of the availability by:
  - Workshops to support new users

## **We have:**

- Facilitated all practices to undertake the productive general practice programme
- Facilitated additional resilience monies to 10 practices
- Facilitated the creation of a GP Federation – Connecthealthcare Rotherham – including medical and nursing leadership
- We have funded the Federation to recruit 11 HCA Apprentices for practices to increase this workforce
- We have funded nurse training and development, nurse educator roles and development roles from other sectors into primary care
- Provided funding for locality based workforce
- Commenced work with Rotherham Foundation Trust on joint roles for Associate Physicians and Associate Nurses

## **We have:**

Implemented care navigation into 18 practices

6 services patients can be referred to without needing to see a GP:

Physiotherapy

Pharmacy

Smoking Cessation

Maternity

IAPT (Improving Access to Psychological Therapies)

Sexual health

We are working to develop the following services for care navigation:

Audiology

Single point of contact – RMBC

Minor eye conditions

## **Annual patient survey:**

- **Overall experience of GP**

Rotherham CCG score is 86% (good/very good); comparing to national average of 85%. This is in line with the past 4 years.

- **Ease of getting through on the phone**

69% rated this easy or very easy; this is in line with national figures and previous years. Across Rotherham, there was huge variation; Wickersley at 29% was considerably lower than other practices; other outliers were Treeton, Blyth Rd, High St, Dinnington, Brinsworth who have all taken steps to improve their telephony. Magna achieved 96%; Broom Valley, Village and Brookfield were close comparators.

- **Helpful receptionists**

RCCG score is 86%; this is in line with the national average and previous years.

- **Getting an appointment**

RCCG score -84%; this is the same as previous years and national average. At 97% Magna Group is a high outlier; The lowest rate was 69% (Wickersley), with Greasbrough another low outlier.

Annual patient survey continued:

- **Appointment convenience**

RCCG score 92% - same as previous year and national average. Variation in Rotherham is low; there are three low outliers at around 83% (Parkgate, Wickersley, Broom Lane); Magna achieved 100%

- **What patients did when unable to get an appointment /offered an inconvenient appointment**

All local paths are very similar to national data (within a couple of % points). Over one third of people went to the appointment offered. 4% went to A&E; 2% saw a pharmacist. However almost 1/3 (27%) didn't see or speak to anyone, or thought they might contact the surgery later.

- **Overall experience of making an appointment**

RCCG – 71%; same as previous 2 years and just under national average of 73

- **Waiting times in surgery**

RCCG- 61%; similar to previous years, and slighter higher than the national average of 58%.

- **Satisfaction with opening hours**

RCCG score was 76%; same as previous year and national average.

**Any questions?**