

# Developing General Practice in Rotherham

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# National and local demand continues to rise

Year	Rotherham GP activity
2015	1,093,753 appointments
2016	1,180,601 appointments
2017	1,549,034 appointments
2018	1,604,853 appointments



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## **We have:**

- Now implemented 3 weekend hubs for extended access:
- Dinnington - Saturdays
- Magna - Saturdays
- Broom Lane – Saturday, Sundays and 6.30-8pm Monday-Fridays
- Since October 2018 we have been providing an extra 132 hours per week (from 22 hours per week) – over 430 additional appointments
- Utilisation is improving on average now over 60% and some weeks as high as 80% but DNAs are increasing – there are posters in all practices advertising the access hubs, patient feedback is very positive from those attending – part of winter communications

## **We have:**

- Increased the extended hours offer to meet demand on Monday – Fridays
- Implemented nurse, physio, pharmacist and Healthcare assistant appointments
- Enabled 111 and Rotherham hospital to be able to book directly into the hubs
- Started to roll-out the Rotherham ‘App’ for patients that could ultimately lead to a telephone consultation or face to face appointment – it will also be feasible to book directly into the extended access hubs – full cover April 2019 on a phased basis
- Communications – Practice notices, MJoG messaging, leafleting, winter campaign
- Implementing a capacity and demand tool
- Waverley GP service has been procured – The Gateway – delays in building commencement however backstop of October 2020
- Implementing teledermatology – roll out commencing April

# GP Patient survey 2018

Q No	Question	RCCG results % good	National Results % good
Q31	Overall how would you describe your experience of your GP Practice?	84%	84%
Q1	Generally how easy is it to get through to someone at your GP practice on the phone?	71%	70%
Q2	How helpful do you find the receptionists at your GP practice?	88%	90%
Q6	How easy is it to use your practice website to look for information or access services	78%	78%
Q16	Being offered a choice of appointment	60%	62%
Q17	Satisfaction with type of appointment	73%	74%
Q22	Overall experience of making an appointment	67%	69%
Q27	Health professional recognising Mental health needs	89%	89%
Q38	Support to manage LTC	81%	79%
Q8	Satisfaction with available appointment times	64%	66%

# The world is changing.....

- NHS Long Term Plan & New GP contract
- Primary care networks
  - 30-50,000 population
  - Integrating community care
  - Funding additional roles
  - Extended access
  - Population health management
  - Joining up urgent care services
  - Using digital technology
  - Service developments



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**Any  
questions/suggestions  
for improvement?**