



Portsmouth Health Overview Scrutiny Panel

NHS Hampshire and Isle of Wight Integrated Care Board report January 2024

Accessing primary care

This NHS Hampshire and Isle of Wight Integrated Care Board report provides an overview of the work being undertaken in Portsmouth - through the Health and Care Portsmouth partnership - to improve access to primary care, incorporating general practice, community pharmacy, and dentistry.

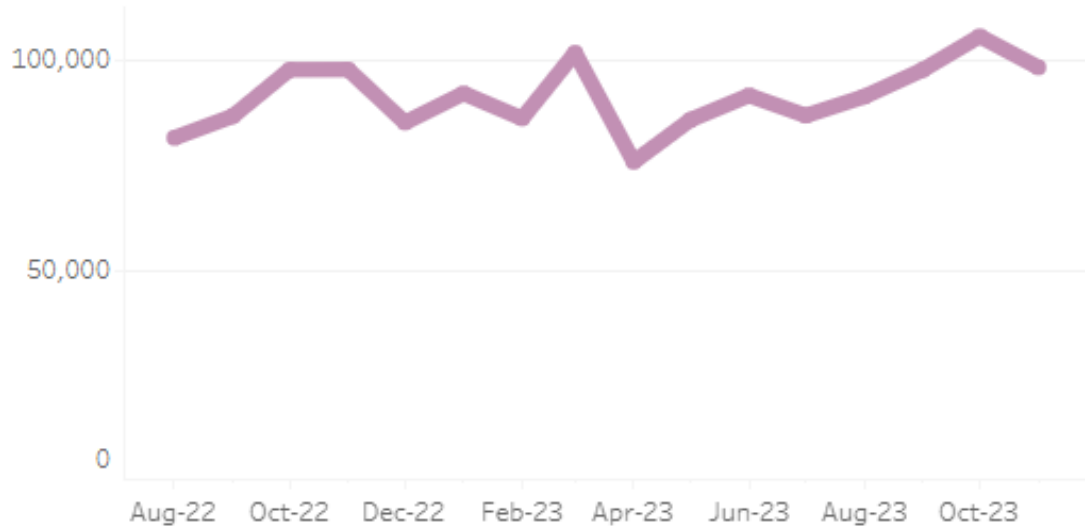
1. GP practices

1.1. Introduction

- 1.1.1. General Practice Appointment Data (GPAD) is published nationally on a monthly basis and provides detailed data on appointment levels in General Practice, by mode, clinician category and timeframe. There are a number of caveats with GPAD which need to be considered.
- 1.1.2. Appointments with patients are one part of the workload of a GP, which will typically also include many other tasks such as paperwork, meetings and liaising with other health care professionals.
- 1.1.3. The number of appointments required can vary based on the needs of patients driven by a number of uncaptured factors. For example, the age distribution in an area or the prevalence of long-term illnesses.
- 1.1.4. Variations in working methods and recording between practices must be considered alongside the data quality issues below when interpreting practice level data.
- 1.1.5. The latest data (from November 2023), shows 98,237 appointments took place across Portsmouth practices, down from a record high of 105,675 in August 2023. Activity remains consistently above 2022 rates (97,728 in November

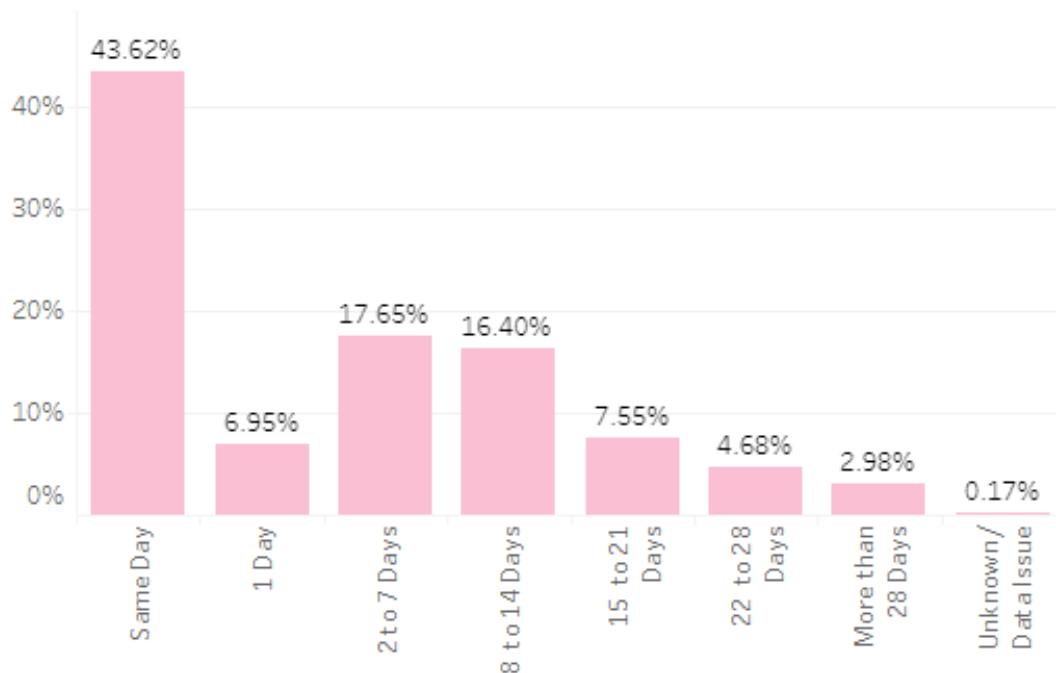
2022):

Appointments by Month



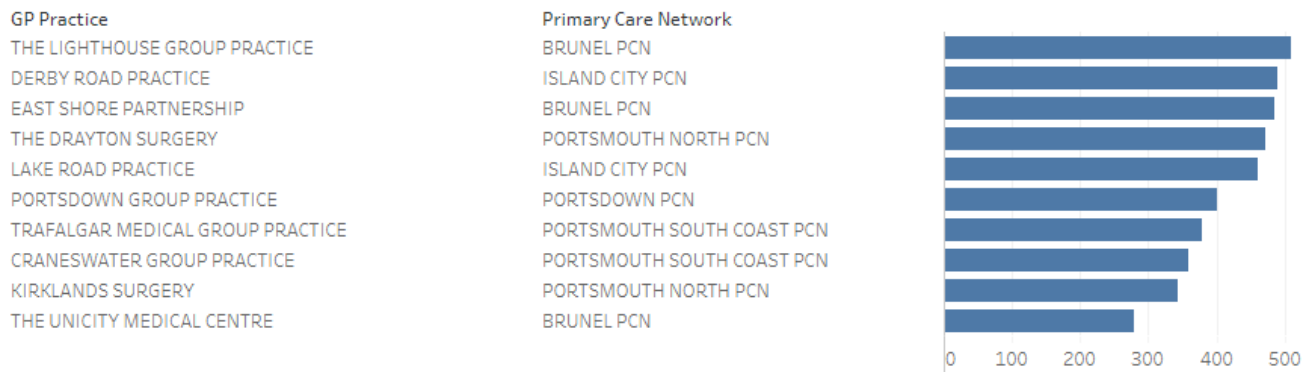
- 1.1.6. Of the 98,237 appointments, 43.62% were same day appointments, with a total of 84.62% taking place within two weeks of booking. National comparisons are difficult for November 2023 as there are data issues for practices using the EMIS patient record system which will be resolved retrospectively in February 2024. These issues do not affect Portsmouth data as all practices use SystmOne.

Time Waiting



1.1.7. The rate of appointments per 1,000 population ranged from 508 to 279 across the 10 practices. The National and ICB average rates per 1,000 population for July 2023 were 500 and 515 respectively. However, across the ICB, there was significant variation with rates ranging from 100 to 923.

Rate per 1,000 Patients by GP Practice in November 2023



1.2. Acute Infection Hub for Winter 23/24

1.2.1. It was reported in the last update that Hampshire and Isle of Wight ICB has approved funding for an *Acute Infection Hub* for this winter. The Portsmouth hub at Lake Road went live on 20 November 2023 (two weeks earlier than planned to support system pressures) and has delivered an average of 40 additional urgent primary care appointments each working day since that date. Utilisation of appointments has been very good with low DNA rates. The vast majority of bookings are coming from general practice although the appointments may also be accessed through NHS 111 and redirection from other urgent and emergency care services if appropriate.

1.2.2. Due to some slippage in the amount of appointments delivered vs the budget available, there is the opportunity to extend provision beyond the initial 12 week period for at least a further 3 weeks with further extension opportunities being considered to ensure funding is fully utilised and support improved access to services over winter.

1.3. Prescribing of Gluten Free products

1.3.1. The Hampshire and Isle of Wight Integrated Care Board (ICB) executive group met in November 2023 and approved a proposal to remove gluten-free food prescribing through the National Health Service (NHS) in Hampshire, Portsmouth, and Southampton.

- 1.3.2. Since the formation of the Hampshire and the Isle of Wight into an ICB in July 2022, there has been a ‘postcode lottery’ in terms of prescribing gluten free products. This decision to stop all gluten free prescribing brings the wider ICB prescribing into alignment across Hampshire and the Isle of Wight. The decision was not taken lightly. The ICB considered a range of both clinical and social factors, including the wide availability of gluten-free products in supermarkets and the need to ensure we deliver best value for money in what is a challenging time financially for the NHS, both locally and nationally.
- 1.3.3. Arrangements for people with exceptional medical circumstances are to be put in place through the use of an individual funding request (IFR), where a patient with the support of their GP and a dietitian asks to receive gluten-free foods on prescription because of their particular circumstances, the decision will then be made on a case-by-case basis.
- 1.3.4. For those on low income who feel they may be unable to afford gluten-free food without prescription, Food Bank services in Portsmouth are usually able to support a range of dietary needs, including gluten-free.

2. Dentistry

2.1. Access

- 2.1.1. HIOW ICB have agreed to fund additional temporary Units of Dental Activity (UDAs) across Hampshire and Isle of Wight. Providers were invited to express an interest; applications have been reviewed and one Portsmouth provider has agreed to undertake an additional 5,000 UDAs.
- 2.1.2. The immediate dental access addressing health inequalities via mobile and static clinics (Mobile Dental bus) is due to start in spring 2024. Portsmouth will be one of the first locations the service will visit once. The number of location and clinics within Portsmouth will be confirmed shortly.
- 2.1.3. The below table shows the number of unique patients with a Portsmouth postcode seen in the previous 12 months as percentage of the Portsmouth population.

Patient LA Name	Population Adults (Mid-Year 2019)	Population Child (Mid-Year 2019)	Population All (Mid-Year 2019)	Distinct Patient Count Adult	Distinct Patient Count Child	Distinct Patient Count	% 12 month access Adults	% 12 month access Child	% 12 month access All
Portsmouth	171,149	43,756	214,905	34,238	16,260	50,498	20.0	37.2	23.5

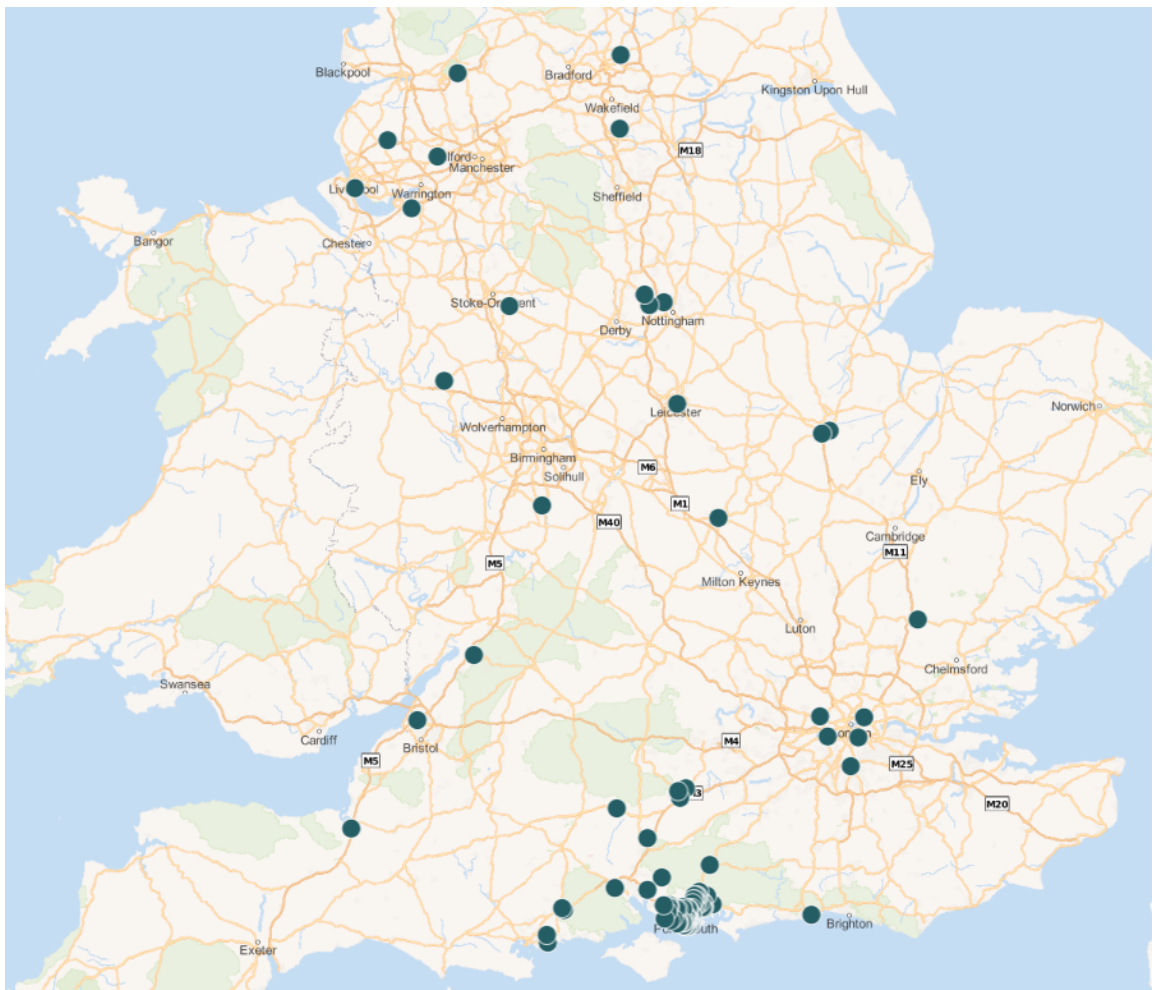
3. Community pharmacy

3.1. Pharmacy First

3.1.1. The new Pharmacy First service was announced November 2023 as part of the delivery plan for recovering access to primary care. Under the agreement the new Pharmacy First service which includes providing advice and NHS funded treatment were appropriate for seven common conditions will be launched on 31 January 2024. Consultation can be provided to patients presenting to the pharmacy as well as those referred by NHS 111, GPs and others. The service will also incorporate the existing Pharmacy Consultation service.

3.2. Access

3.2.1. The below map shows the number of dispensaries who have issued more than 25 items from a Portsmouth clinician prescription in October 2023.



3.2.2. The below table shows the total number of dispensed items by Portsmouth Pharmacies. These scripts are from all over the county and wider, but the vast majority are from Hampshire clinicians.

Year Month	Items Total	Items (HLOW Clinicians)
2023-01	275,529	270,982
2023-02	260,898	257,274
2023-03	297,902	293,857
2023-04	267,661	263,934
2023-05	286,215	282,320
2023-06	299,844	295,945
2023-07	288,025	284,663
2023-08	289,811	285,777
2023-09	291,739	287,701
2023-10	297,480	293,442

3.2.3. The average items prescribed per month from Portsmouth clinicians is 306,709 items between November 22 and October 2023.

3.2.4. The graph shows Portsmouth Clinician Prescriptions Dispensing data and highlights an increasing trend for items being dispensed at a distance so either online pharmacies or distance appliance contractors (DAC).

