



Portsmouth Health Overview Scrutiny Panel

NHS Hampshire and Isle of Wight Integrated Care Board report March 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, dentistry, and community pharmacy.

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.

- 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.
- 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.
- Variations in working methods and recording between practices must be considered alongside the data quality issues below when interpreting practice level data.

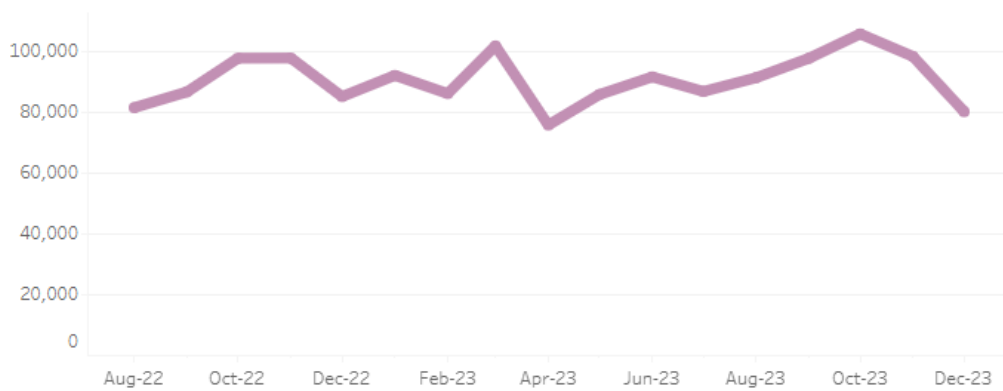
1.1.2. Due to technical issues with the data set, NHS Digital has delayed publication of January 2024 data until 7 March 2024, as a result, this update paper only has

data up to December 2023.

1.1.3. The latest data (from December 2023), shows 80,080 appointments took place across Portsmouth practices. Activity was lower than December 2022 (85,049) however there were 1 fewer working days in the month this year compared to last, as a result of when Christmas fell.

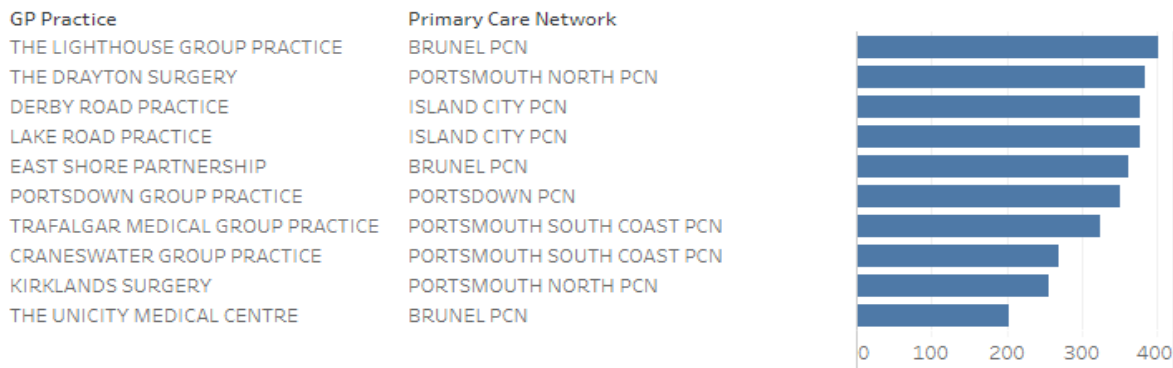
1.1.4. In addition to the impact of fewer working days, during the winter 2022/23, HIOW ICB funded an additional winter capacity scheme for Portsmouth Place which would have provided additional capacity. This year the financial position of the ICS did not allow for a similar scheme to be put in place.

Appointments by Month

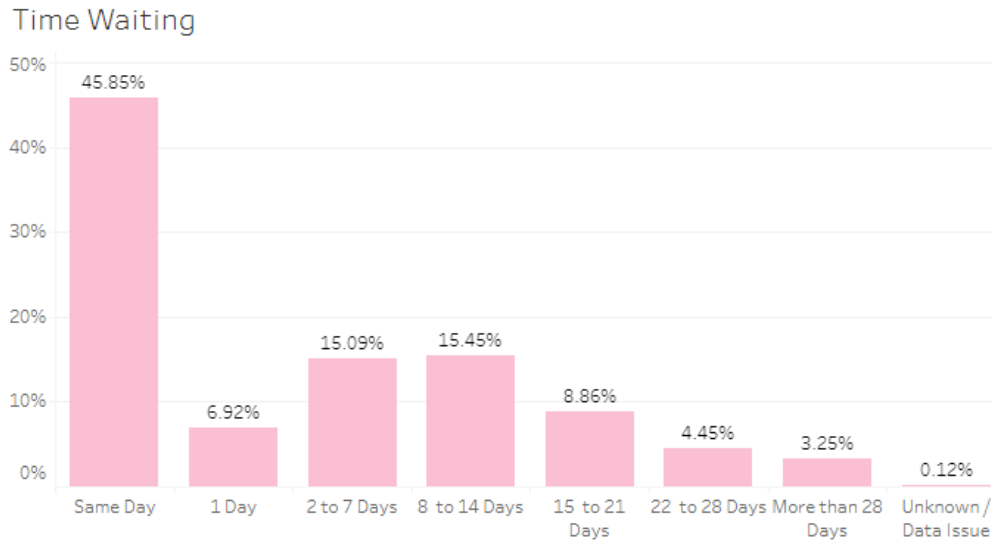


1.1.5. The rate of appointments per 1,000 population ranged from 401 to 202 across the 10 practices. The National and ICB average rates per 1,000 population for December 2023 were 408 and 416 respectively. However, across the ICB, there was significant variation with rates ranging from 132 to 770 and some of these higher rates will be inflated by the Acute Infection Hub activity which in all places, other than Portsmouth, is being delivered by practices or PCNs and so will be included in GPAD data.

GP Practice Rate per Total List Size



1.1.6. Of the 80,080 appointments, 45.85% were same day appointments, with a total of 83.31% taking place within two weeks of booking. Portsmouth same day rates for December 2023 were higher than both national (45.7%) and ICB (45.4%) levels.



1.1.7. It should be noted that the pledge for all routine appointments to be delivered within two weeks of booking cannot be appropriately applied to all types of appointments, there may be situations where it is entirely appropriate for a patient to be booked outside of a two-week window. In recognition of this, a number of exception flags have been introduced which will be included in GPAD data for 24/25.

1.1.8. For 2023/24 the PCN DES Investment and Impact Fund incentivises delivery against this pledge with an indicator (ACC08): Percentage of appointments where time from booking to appointment was two weeks or less. This indicator sets an upper performance threshold of 95% and a lower threshold of 85% and includes the national appointment categories where patients will frequently want the first available appointment. These categories are as follows:

- General Consultation Acute
- General Consultation Routine
- Unplanned Clinical Activity
- Clinical Triage
- Walk-in
- Home Visit
- Care Home Visit
- Care Related Encounter but does not fit into any other category.

- 1.1.9. For Portsmouth Practices, year to date (December 2023) performance against this metric is shown in the following table, with 7 of the 10 practices delivering over 95% of appropriate appointments within the 2 week timescale.

Table 1 – M1-9 Performance against IIF Indicator ACC08

Practice	Total appt	Total seen within 14 days	% seen within 14 days
Trafalgar Medical Group Practice	26,317	24,723	93.94%
Craneswater Group Practice	24,268	17,781	73.27%
The Lighthouse Group Practice	13,402	12,642	94.33%
Kirklands Surgery	19,261	13,736	71.32%
Island City Practice	15,987	15,926	99.62%
The Drayton Surgery	67,767	61,860	91.28%
Derby Road Practice	16,287	15,910	97.69%
Portsdown Group Practice	90,808	90,434	99.59%
East Shore Partnership	20,917	19,483	93.14%
The Unicity Medical Centre	15,057	12,616	83.79%

1.2. Acute Infection Hub for Winter 23/24

- 1.2.1. Hampshire and Isle of Wight ICB has approved funding for an extension period for the *Acute Infection Hub* until 31 March 2024. 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 47 additional urgent primary care appointments each working day since that date.

1.3. PCN Capacity and Access Improvements in 24/25

- 1.3.1. On 28 February 2024, NHSE published a letter outlining the main changes to practice (GMS) and PCN (PCN DES) contracts from 1 April 2024. Many of the changes support a consolidation of the work of developing modern general practice access models that has been underway since the publication of the *Delivery Plan for Recovering Access to Primary Care* in May 2023, an update to which is due to be published by NHSE shortly.
- 1.3.2. Under the PCN DES Investment and Impact Fund, the national budget for Capacity and Access Payments will be increased from £46m to £292m (funded by retiring 3 previous indicators). As previously, 70% of CAP funding will be paid to PCNs unconditionally via the Capacity & Access Support Payment in 12 equal monthly payments. The remaining 30% will be paid via the Capacity & Access Improvement Payment as soon as all practices in a network have put in place

the components of the Modern General Practice Access model (as tabled). The PCN Clinical Director will need to provide assurance to the ICB.

Table 2 - Modern General Practice Access model components

Domain	Components to be in place
Better digital telephony	<ul style="list-style-type: none"> • Digital telephony solution implemented, including call back functionality; and each practice has agreed to comply with the Data Provision Notice so that data can be provided by the supplier to NHS England. • Digital telephony data is routinely used to support capacity/demand service planning and quality improvement discussions
Simpler online requests	<ul style="list-style-type: none"> • Online consultation (OC) is available for patients to make administrative and clinical requests at least for the duration of core hours. • Practices have agreed to the relevant data provision notice (DPN) so that data can be provided by the supplier to NHS England as part of the ‘submissions via online consultation systems in general practice’ publication.
Faster care navigation, assessment and response	<ul style="list-style-type: none"> • Consistent approach to care navigation and triage so there is parity between online, face to face and telephone access, including collection of structured information for walk-in and telephone requests. • Approach includes asking patients their preference to wait for a preferred clinician if appropriate, for continuity.

2. Dentistry

2.1. Access

- 2.1.1. The Additional Access hours scheme has been supported for an additional year with increased funding to encourage more dental contractors to participate.
- 2.1.2. The immediate dental access addressing health inequalities via mobile and static clinics (Mobile Dental bus) commenced on 1 February 2024.
- 2.1.3. Appointments are available for people who don't already have an NHS dentist and are at highest risk of poor dental health. This includes:

- New and expectant mothers
- Children
- People on low incomes and benefits
- People at risk of homelessness and social exclusion

2.1.4. There were seven clinics held in Portsmouth during February outside specific community centres including Cosham Community Centre, Paulsgrove Community Centre and the Somerstown Hub.

2.1.5. Further data will be shared when available.

3. Community pharmacy

3.1. Pharmacy First

3.1.1. The new Pharmacy First service commenced on 31 January 2014 as part of the delivery plan for recovering access to primary care. All Portsmouth pharmacies have signed up to the scheme.

3.1.2. Under the agreement pharmacists provide advice and NHS funded treatment for seven common conditions:

- **Shingles** – 18 years old and over
- **Sore throat** – 5 years old and over
- **Infected insect bites** – 1 year old and over
- **Earaches** in children 1 to 17 years old
- **Sinusitis** – 12 years old and over
- **Impetigo** – 1 year old and over
- **Uncomplicated urinary tract infection (UTI)** in women 16 to 64 years old

3.1.3. Consultation can be provided to patients presenting to the pharmacy as well as those referred by NHS 111, GPs and others.

3.1.4. NHS England are currently reviewing the service utilisation data which is expected shortly.