



Accessing Primary Care

Report to Portsmouth Health
Overview Scrutiny Panel
July 2024

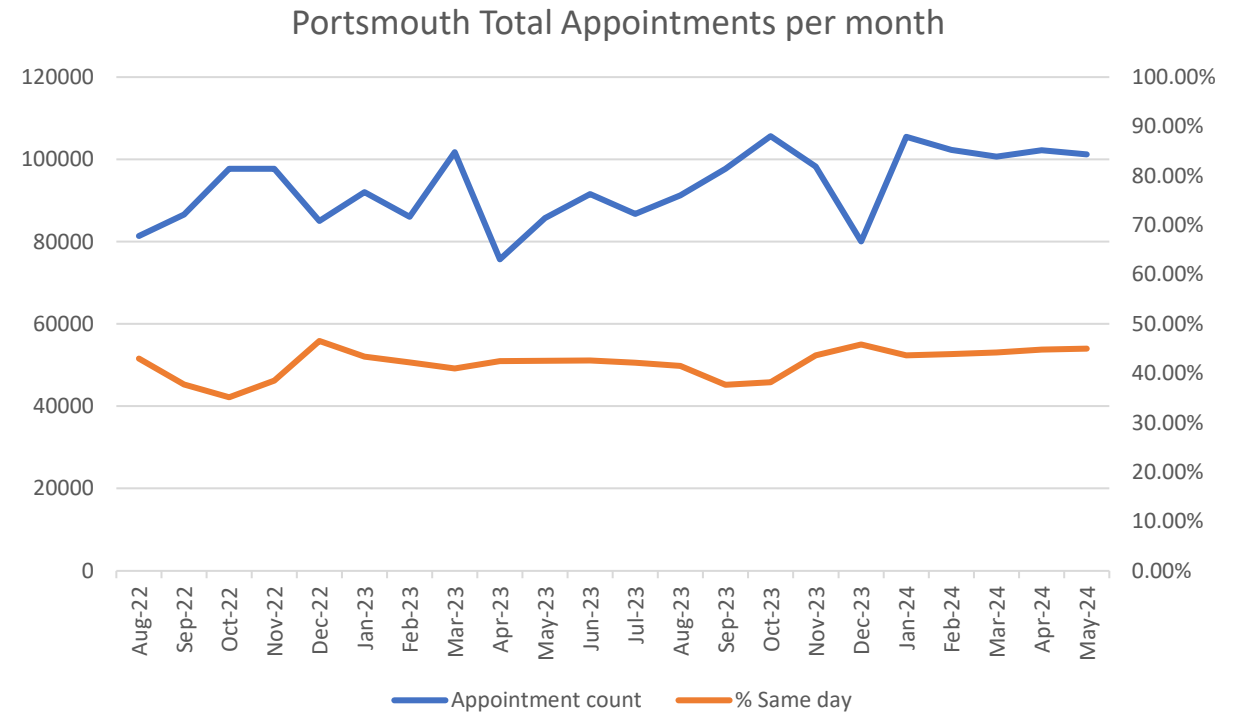
General Practice activity: Overview

- GP practices in Hampshire are providing more appointments than ever.
- In 2023/24, there were 21.65% more appointments offered than in 2019/20
- Hampshire and Isle of Wight currently has the second highest rate of appointments per 100k of the population across the southeast of England, when compared to other Integrated Care Systems.
- Year-on-year, Hampshire and Isle of Wight has the second highest increase in appointments by percentage when comparing to the same areas.
- Across other metrics, such as time between booking and appointments and number of appointments in which patients do not attend, we track close to the regional average.

| Area | Appointments per working day per 100k population | Change from March 2023 to March 2024 | % time between booking and appointment (less than fourteen days) | % of appointments on same day | % of appointments which are face to face |
|--|--|--------------------------------------|--|-------------------------------|--|
| Sussex | 2,479 | 7.6% | 80.1% | 42.8% | 62.7% |
| Hampshire and Isle of Wight | 2,445 | 9.8% | 81.3% | 43.0% | 59.9% |
| Surrey | 2,342 | 17.9% | 84.1% | 48.7% | 59.3% |
| Frimley | 2,315 | 8.1% | 85.9% | 48.3% | 52.5% |
| Kent and Medway | 2,252 | 4.5% | 80.2% | 41.0% | 64.2% |
| Buckinghamshire, Oxfordshire, and Berkshire West | 2,201 | 6.4% | 84.1% | 45.0% | 60.9% |
| Southeast average | 2,339 | 8.3% | 82.1% | 44.1% | 60.8% |

General Practice activity: Portsmouth

- Portsmouth practices are consistently delivering more appointments than ever. Each month in 2024 to date, over 100,000 appointments have been delivered for out residents.
- In May 2024 (latest data), of the 101,181 appointments delivered, 44.99% were same day appointments. This is higher than both the national (44.32%) and ICB (43.11%) averages for the same period.
- For the first time, the rate of appointments per 1000 population for Portsmouth is not the lowest in Hampshire & the Isle of Wight. Portsmouth practices on average delivered 429 appointments per 1000 population (UCB average 484.9).



Capacity & Access Improvement

- As reported to HOSP in September 2023, a key element of the *Delivery Plan for Recovering Access to Primary Care* was the development of PCN Capacity & Access Improvement Plans for 23/24.
- NHS Hampshire & Isle of Wight has been reviewing progress against the agreed actions and trajectories set out within the plans on a quarterly basis and a final review was conducted in May 2024.
- All Portsmouth PCN plans were signed off as fully delivered: all actions that had been committed to were either delivered or had clear mitigation as to why they had not taken place and there was a demonstrable improvement against trajectories.
- Key improvement highlights include:
 - Demonstrable improvements on availability of online consultation across a number of practices in the city, either through increasing activity caps or switching to 'digital first' models using new online consultation software;
 - Call back technology implemented in 9/10 practices with reduced call waiting times across all practices;
 - Reductions in DNA rates
 - Improvements to practice websites
 - Improved patient engagement through reinstating Patient Participation Groups and running patient engagement and education events
- Whilst the GP Patient Survey results for 2024 are awaited, recent data from the Office of National Statistics Opinions & Lifestyle Survey suggests that nationally, there is a statistically significant improvement in patient satisfaction with contacting general practices.

Bolstering resilience of our practices

Our plans

- Resilience through scale
- Clinical model promoting continuity of care through developing MDT “Teams Around Patient”
- Building on strong triage, re-setting our offer and developing partnership with urgent care partners, including a pilot of colocation of GP out of hours services (delivered by Portsmouth Primary Care Alliance) with the Urgent Community Response service (delivered by Solent NHS Trust), on the St Mary’s Hospital site.
- Staff wellbeing and development
- Maximising efficiencies through back-office systems. Systematised approach
- Engagement and collaboration with our communities and partners
- Advocacy for the people we serve and tackling health inequalities
- Development of an ICB wide Primary Care Quality, Recovery and Resilience scheme. We are meeting with the LMC soon to discuss this based around the work undertaken in Greater Manchester

Pharmacy First Programme

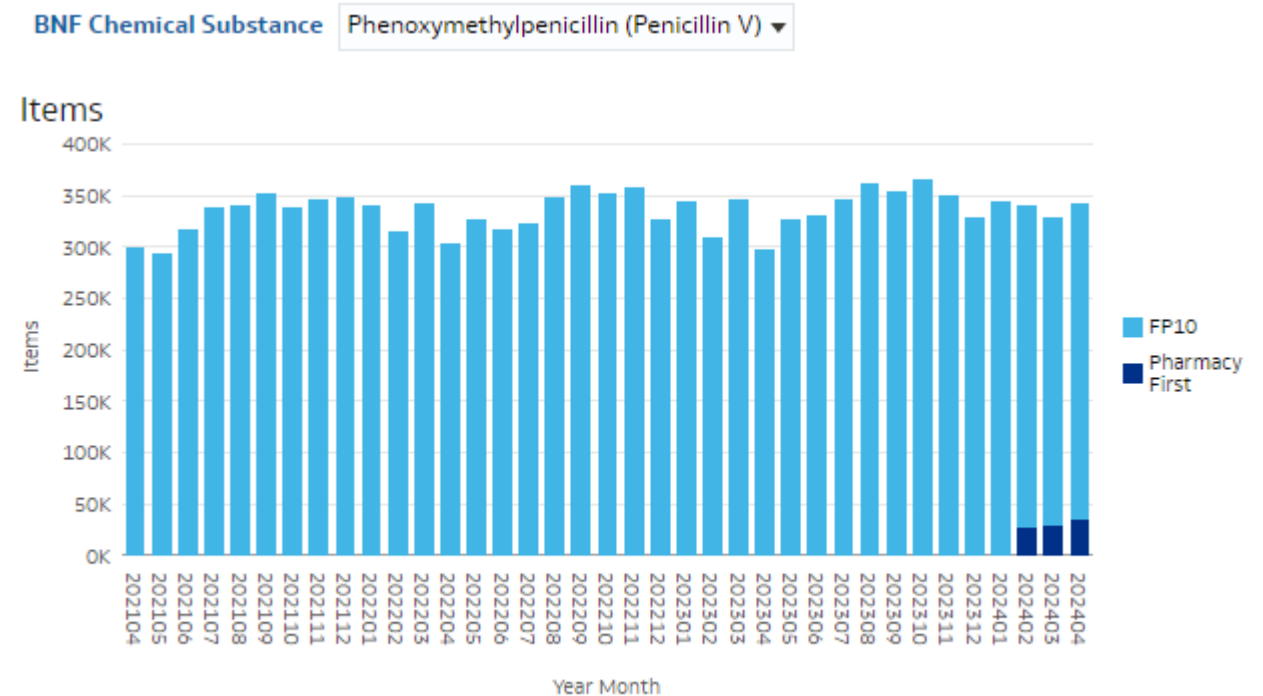
Pharmacy first was launched in February 2024 and the first 3 months data is showing a high acceptance with patients. In the three months we have data for there have 14,557 Pharmacy First Consultations across the ICB.

100% of community pharmacies in Portsmouth have signed up to the scheme.

| ICB ▲▼ | Items ▲▼ |
|---|---------------|
| NHS HAMPSHIRE AND ISLE OF WIGHT INTEGRATED CARE BOARD | 14,557 |
| NHS KENT AND MEDWAY INTEGRATED CARE BOARD | 14,545 |
| NHS SUSSEX INTEGRATED CARE BOARD | 10,163 |
| NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST INTEGRATED CARE BOARD | 9,712 |
| NHS SURREY HEARTLANDS INTEGRATED CARE BOARD | 5,782 |
| NHS FRIMLEY INTEGRATED CARE BOARD | 5,266 |
| Grand Total | 60,025 |

Pharmacy First Programme: Prescribing

- The first three months of the service is not showing a significant increase in the use of antibiotics. This means that the patients needing antibiotics for the seven Pharmacy First indications are those that would have previously seen a GP.
- The most common medication provided through Pharmacy First in Hampshire and IOW was Penicillin followed by Nitrofurantoin, both antibiotics.
- The third most common response was for no prescription medication to be provided. Either advice and guidance or an over-the-counter product will have been provided.
- High Street Pharmacies vary across the ICB in their frequency of providing prescription medication with the highest at 99% of referrals resulting in a prescription medication and the lowest at 37.5%



Hypertension Case finding service – South East Data

| ICB Name | Measure Name | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Total |
|---|--|----------|----------|----------|----------|----------|--------|
| NHS KENT AND MEDWAY INTEGRATED CARE BOARD | Blood Pressure: Count of Consultations | 2622 | 3514 | 4379 | 4813 | 5560 | 20,888 |
| NHS FRIMLEY INTEGRATED CARE BOARD | Blood Pressure: Count of Consultations | 1429 | 2106 | 2164 | 2432 | 2880 | 11,011 |
| NHS SUSSEX INTEGRATED CARE BOARD | Blood Pressure: Count of Consultations | 2217 | 2961 | 2908 | 3916 | 3542 | 15,544 |
| NHS HAMPSHIRE AND ISLE OF WIGHT INTEGRATED CARE BOARD | Blood Pressure: Count of Consultations | 3978 | 5049 | 4753 | 5583 | 5304 | 24,667 |
| NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST INTEGRATED CARE BOARD | Blood Pressure: Count of Consultations | 2673 | 3577 | 4755 | 4343 | 4317 | 19,665 |
| NHS SURREY HEARTLANDS INTEGRATED CARE BOARD | Blood Pressure: Count of Consultations | 1828 | 2084 | 2503 | 2618 | 2748 | 11,781 |

Contraception Service – South East Data

| ICB Name | Measure | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | Total |
|---|---------------------------------------|----------|----------|----------|----------|-------|
| NHS KENT AND MEDWAY INTEGRATED CARE BOARD | Contraception: Count of Consultations | 333 | 361 | 423 | 490 | 1607 |
| NHS FRIMLEY INTEGRATED CARE BOARD | Contraception: Count of Consultations | 62 | 86 | 128 | 154 | 430 |
| NHS SUSSEX INTEGRATED CARE BOARD | Contraception: Count of Consultations | 209 | 294 | 366 | 421 | 1290 |
| NHS HAMPSHIRE AND ISLE OF WIGHT INTEGRATED CARE BOARD | Contraception: Count of Consultations | 508 | 541 | 632 | 705 | 2386 |
| NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST INTEGRATED CARE BOARD | Contraception: Count of Consultations | 153 | 157 | 177 | 173 | 660 |
| NHS SURREY HEARTLANDS INTEGRATED CARE BOARD | Contraception: Count of Consultations | 82 | 102 | 147 | 162 | 493 |