

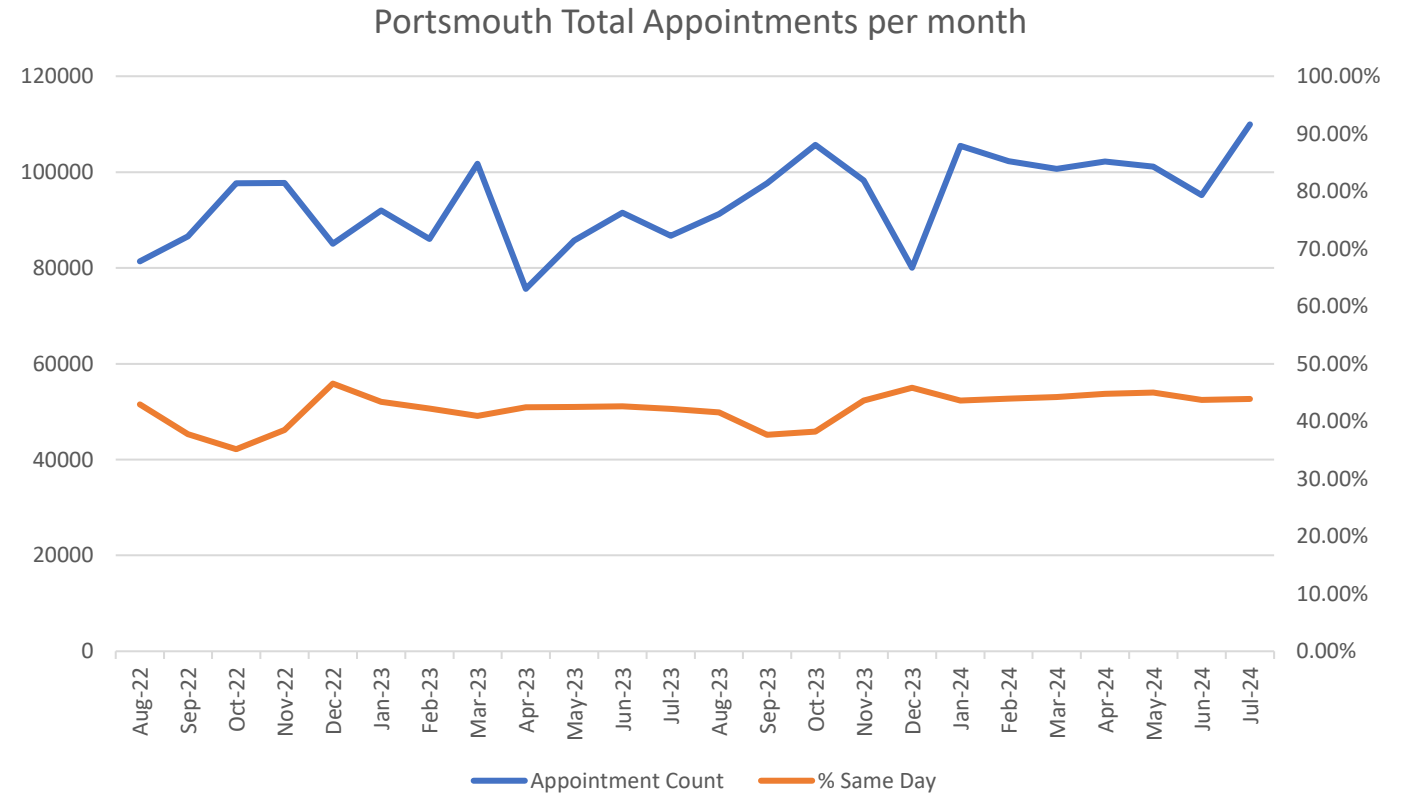


Accessing Primary Care


Report to Portsmouth Health
Overview Scrutiny Panel
September 2024

General Practice activity: Portsmouth

- Portsmouth practices are consistently delivering more appointments than ever. July 2024 saw a record number of appointments for the city with almost 110,000. This is a 27% increase on July 2023 (n.b there were 2 more working days in 2024).
- For the first seven months of the calendar year, practices have delivered 15% more appointments than the same period in 2023.
- In July 2024 (latest data), of the 109,953 appointments delivered, 43.9% were same day appointments. This is higher than ICB average for the same period (42.49%) .
- For the third month in a row, the rate of appointments per 1000 population for Portsmouth is not the lowest in Hampshire & the Isle of Wight. Portsmouth practices on average delivered 467 appointments per 1000 population (ICB average 510).



Pharmacy First Service



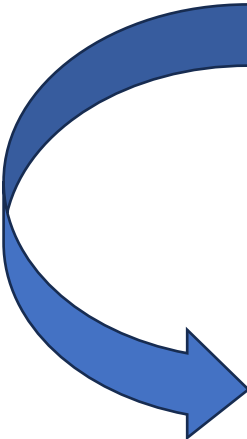
ICB Name	Measure Name	Feb 24	Mar 24	Apr 24	May 24	June 24	Total
NHS HAMPSHIRE AND ISLE OF WIGHT INTEGRATED CARE BOARD	Count of Clinical pathway Consultations per 100k	217.7	264.3	261.9	283.5	246.1	
NHS HAMPSHIRE AND ISLE OF WIGHT INTEGRATED CARE BOARD	Pharmacy First: Count of Consultations	9,394	11,372	10,750	11,854	10,111	53,481

Pathway	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Total
Clinical pathways consultation	4270	5184	5138	5565	4833	24,990
Minor illness referral	2420	2629	2299	2276	2112	11,736
Urgent Medicine supply	2704	3559	3313	4013	3166	16,755

- Pharmacy first was launched 31st January 2024, and the first 5 months data is showing a high acceptance with patients. In the five months we have data for there have 53,481 Pharmacy First Consultations across the ICB. Data shown is across NHS Hampshire and Isle of Wight ICB
- 100% of community pharmacies in Portsmouth have signed up to the scheme.
- The table below outlines overall Pharmacy First consultation figures across ICB. Based on NHSE operational report data, Hampshire and Isle of Wight has achieved the 2nd highest volume of completed consultations across the Southeast region.

Hypertension Case finding service – South East Data

ICB Name	Sep 23	Oct 23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
NHS KENT AND MEDWAY	2356	2750	2683	1927	2622	3514	4379	4816	5743	5478	36,266
NHS FRIMLEY	1421	1657	1931	1508	1429	2106	2164	2442	2960	2326	19,944
NHS SUSSEX	1825	2261	2519	1633	2217	2961	2963	4030	3949	4227	28,585
NHS HAMPSHIRE AND ISLE OF WIGHT	5511	5256	4082	2755	3974	5049	4788	5663	5537	5241	47,856
NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST	2948	3248	2683	1770	2673	3577	4827	5374	5667	5164	37,931
NHS SURREY HEARTLANDS	1622	1847	2172	1214	1826	2086	2537	2668	2911	2668	21,551




Breakdown for Consultations NHS HAMPSHIRE AND ISLE OF WIGHT	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Total
ABPM Consultations	86	94	133	144	209	313	339	391	278	203	2190
Clinic Blood Pressure	5425	5162	3949	2611	3765	4736	4449	5272	5259	5038	45666
Total Count	5511	5256	4082	2755	3974	5049	4788	5663	5537	5241	47856

- 268 out of 284 community pharmacies across Hampshire and Isle of Wight have signed up for delivering the service. All community pharmacies in Portsmouth provide the service.

Contraception Service – South East Data

ICB Name	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	June 24	Total
NHS KENT AND MEDWAY INTEGRATED CARE BOARD	147	156	187	263	333	361	424	503	578	601	3547
NHS FRIMLEY INTEGRATED CARE BOARD	15	7	22	48	61	86	128	165	168	196	897
NHS SUSSEX INTEGRATED CARE BOARD	34	48	64	118	209	294	374	423	467	470	2501
NHS HAMPSHIRE AND ISLE OF WIGHT INTEGRATED CARE BOARD	167	167	171	282	508	542	644	736	991	919	5127
NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST INTEGRATED CARE BOARD	20	32	54	68	153	157	180	199	245	240	1348
NHS SURREY HEARTLANDS INTEGRATED CARE BOARD	26	16	43	47	82	102	149	185	236	246	1132



Breakdown of consultations Hampshire and Isle of Wight	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	June 24	Total
Initiation	0	0	0	44	79	117	111	138	222	194	905
Ongoing monitoring	167	167	171	238	429	425	533	598	769	725	4222
Total	167	167	171	282	508	542	644	736	991	919	5127

- 212 out of 284 community pharmacies across Hampshire and Isle of Wight have signed up for delivering the service. All community pharmacies in Portsmouth provide the service. 30 Community pharmacy in Portsmouth provide the Contraception service. Portsmouth pharmacies were original pilot site before the service was commissioned nationally.

Official -



Hampshire and Isle of Wight



Portsmouth GP Survey 2024

Background


In Portsmouth, **4,723** GP Patient Survey (GPPS) questionnaires were sent out, and **1,317** were returned completed. This represents a response rate of **28%** (below the HIOW ICS response rate of 35% but in line with the national response rate of 27%).


Please keep the following context in mind for this year's data:




- Sample sizes at practice level are relatively small – representing as little as under 0.5% of the registered population in some cases, and no greater than 1.5% at best.
- The 2024 results are **not comparable with previous years** because of two important changes which have been made to the survey:
 - Significant changes were made to the questionnaire to ensure that it continued to reflect how primary care services are delivered and how patients experience them.
 - The methodology of the survey was changed to an 'online first' approach.
- This year's survey, for the first time, also includes data for pharmacy and dentistry (although the latter is only available at an ICS level).

GP Patient Survey 2024: Portsmouth Headlines

68.3% 
reported a good overall experience of
their GP practice

40.88% 
said they found it easy to get through
to their practice by phone

40.45% 
said they found it easy to contact
their practice using their website






At their last appointment...
89.47% 
said they had confidence and trust in
the healthcare professional
85.84% 
said their needs were met
84.41% 
said the healthcare professional was
good at treating them with care and
concern


15.1% 
said they used a call back feature
when they last contacted their
practice


60.45% 
were satisfied with how long they
needed to wait for the last
appointment they booked

53.42% 
reported a good overall
experience of NHS services
when their GP practice was
closed

88.40% 
reported a good experience of
community pharmacy services

Reasons for accessing community
pharmacy services:
24.9% for advice 
20% for vaccines 
8.68% following referral from 
another NHS service
6.4% for a blood pressure check 
2.28% for contraception without a
GP prescription 

 Better than or equal to national average

 Worse than national average