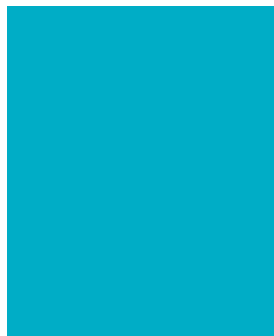


PRIMARY CARE COMMISSIONING ARRANGEMENTS –
WITH A FOCUS ON IMPROVING GP ACCESS



Presentation to
Southwark Overview &
Scrutiny Committee
15th October 2013



Contents

- Commissioning roles
- Baseline information
- NHS England Primary Medical Care Assurance Framework
- Local Contract Performance Management
- Call to Action
- OSC Questions

NHS England responsibilities

- GMS Contract – Essential, Additional & Directed Enhanced Services
- PMS Contract – as above + local commissioning
- APMS Contract – as above + local commissioning (including collaborating with CCG on unscheduled care aspects of GPLHC contracts)
- Community Pharmacy – Essential & Advanced Services
- Dental – all contracts
- General Ophthalmic Services – Mandatory & Additional

Other Commissioner Responsibilities

CCG:

- Local Enhanced Services (delegated in 2013/14 by NHS England)
- GP Out of Hours for Opted out practices
- Unscheduled care services within GPLHCs
- Statutory duty to support NHS England to make improvements in quality of primary medical care

LA:

- Mandated Public Health Services (delegated in 2013/14 by NHS England in Local Enhanced Services form)

GP Practices in Southwark

- 45 GP practices
- 36 PMS Practices open 8am to 6.30pm
- 5 APMS Practices open 8am to 6.30pm
- 1 APMS GP Led Health Centre open 8am to 8pm every day
- 3 GMS Practices open 8am to 6.30pm
- Out of Hours – SELDOC (Based at East Dulwich Hospital)
- Urgent Care Centre (Kings/Hurley)
- Minor Injuries Unit (Guys)

Southwark Registered List Sizes

- Qtr 4 (1st January) 2012/13 = 326,201
- Qtr 1 (1st April) 2013/14 = 295,429
- Qtr 2 (1st July) 2013/14 = 299,469
- Qtr 3 (1st October) 2013/14 = 301,234

- PMS = 86% of patients
- APMS = 9 % of patients
- GMS = 5% of patients

Primary Medical Services Polices & Procedures

- Standard Operating Procedure inc.
- Policy for & guidance to support assurance of primary medical services
- A practice profile
- An annual practice declaration
- A suite of General Practice High Level Indicators
- General Practice Outcomes Standards
- PLUS Local contract monitoring and KPIs

Primary Medical Care Assurance Framework

- Builds on London GP Outcome Standards
- Starts Conversation with Contractors
- Draw on both Hard and Soft Intelligence:
- CCG, CQC, Healthwatch, OSC, Complaints, Public Engagement
- Action Plans
- Contractual Sanctions

Annual Practice Declaration – Access Requirements

- Practices required to complete details of opening hours of reception and phone lines
- Practices must confirm they comply with 084 requirements or that they have an action plan and timescale to comply
- Practices required to confirm Extended hours
- Practice required to confirm they have arrangements in place for emergency access to essential services if it is not open during core hours
- GP Out of Hours arrangements

High Level Clinical & Quality Primary Care Access Indicators:

- Overall Experience of GP Surgery
- Ease of getting through to someone at GP surgery on the phone.
- Overall experience of making an appointment

General Practice Outcome Standards (relating to Access)

- Satisfaction in being able to see a preferred doctor
- Satisfaction with accessing primary care (aggregated % of patients responses to the GP Survey about satisfaction with getting appointments; opening hours and getting through on the telephone)

Access Survey

Overall experience of GP Surgery

Overall Good

Southwark = 82% England = 87%

Opening Hours

Satisfied total

Southwark = 79% England = 80%

Access Survey

Comparison between Southwark and England

Able to get an appointment or speak to someone

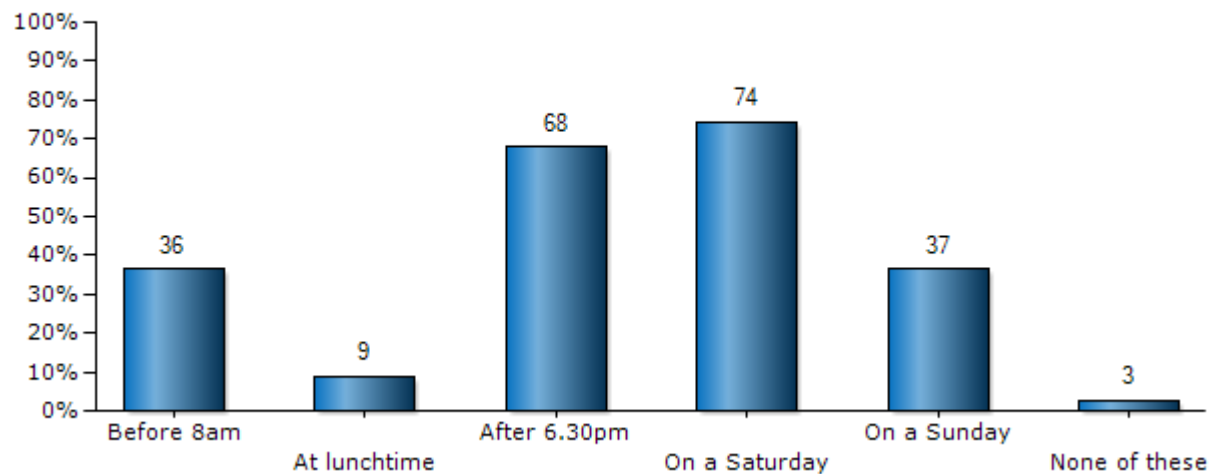
	Yes	Yes but had to call back	No	Can't remember
Southwark	70%	12%	13%	5%
England	74%	13%	10%	3%

GP Patient Survey July 2012 to March 2013

Access Survey-Southwark

Additional times that would make it easier for you to see or speak to someone

Weighted data



GP Patient Survey July 2012 to March 2013

Access Survey

Comparison between Southwark and England

Accessing GP services – Ease of getting through on the phone

	Very Easy	Fairly Easy	Not Very Easy	Not at all easy	Haven't tried
Southwark	32%	43%	14%	6%	5%
England	28%	47%	15%	7%	3%

GP Patient Survey July 2012 to March 2013

Access Survey

Comparison between Southwark and England

Reason for not being able to get appointment/the appointment offered was inconvenient

	Weren't any appointments on day wanted	Weren't any appointments for time wanted	Couldn't get preferred GP	Couldn't book ahead at GP surgery	Another reason
Southwark	54%	19%	11%	8%	8%
England	49%	17%	11%	13%	10%

GP Patient Survey July 2012 to March 2013

PMS/APMS KPIs

- Local KPI's require:
- Practices to be open 8am to 6.30pm Monday to Friday excluding Bank Holidays.
- Practices to offer a minimum of 3.5 appointments per weighted patient per annum
- Have in place an access policy offering same day and walk in appointments as required.



KPI Performance – 2012/13

The practice will be open from 8am to 6.30pm,
Monday to Friday, excluding Bank Holidays

All declared compliant

The practice will provide a minimum of 3.5
appointments per weighted patient

All declared compliant

The NHS belongs to the people – A Call to Action

- London Call to Action launched at London leadership event this week
- How does NHS need to change/respond to issues that every developed country is facing?
- Case for change for London's General Practice being launched w/c 28th October 2013
- Health & Well Being Boards involved in process and CCGs expected to lead local debate
- Engagement process will run until the end of December 2013

Call to Action – Access Related Issues

- GP contracts changes required to improve outcomes, reduce inequalities, empower patients & secure productive use of NHs resources
- How do we best roll out new models of patient choice?
- How to define high quality general practice
- Strengthening general practice accountability for quality of GP out of hours services
- How do we stimulate more convenient routine access to services inc. ease of making appts; dealing with urgent problems; advance booking

Southwark OSC Questions

- What service pressures are local GPs facing ?
- How easy is it for patients to access GP surgeries?
- What are the waiting times for appointments?
- How easy is it for new patients to register with a GP surgery?
- What could be better done by the Health and Adult Social Care system to reduce service pressures and better direct people to the right services?