

Primary Care in Gloucestershire and Stroud District

Presentation to Stroud District LSP

4th March 2022

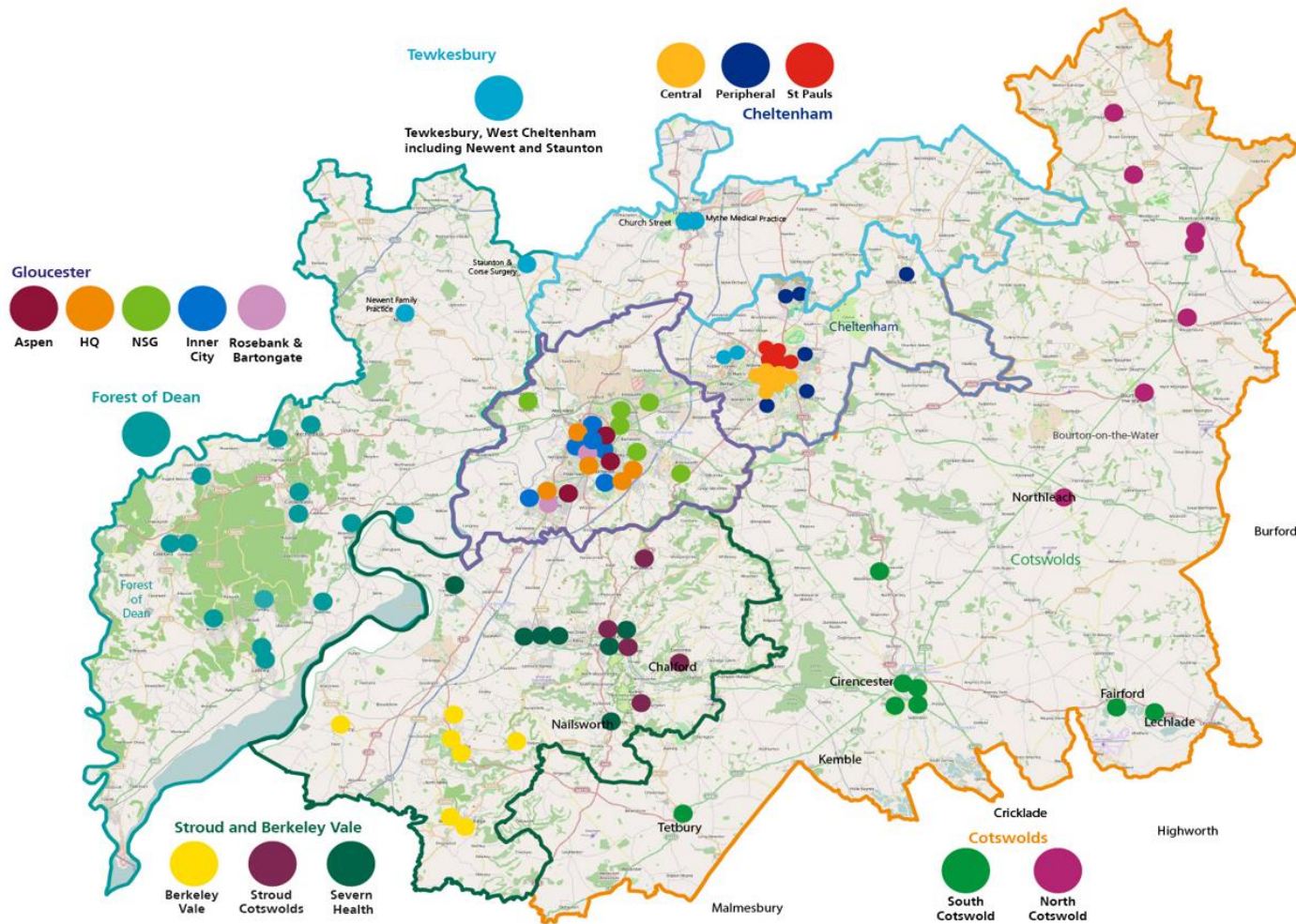
Setting the scene - 2021

In 2021, whilst managing the ongoing needs of their patients, Primary Care in Gloucestershire has rapidly mobilised to run COVID 19 Vaccination Centres. Care has been clinically prioritised for those most in need of support, including those with urgent health care needs.

Since January 2021 there has been a focus on:

- Remaining fully and safely open for patients, including maintenance of appointments.
- Supporting the establishment of the simple COVID oximetry@home patient self-monitoring model (to measure blood oxygen levels) and identifying and supporting patients with Long COVID.
- Continuing to support clinically extremely vulnerable patients and maintaining the shielding list.
- Continuing to make inroads into the backlog of appointments including for chronic disease management and routine vaccinations and immunisations.
- Making significant progress on learning disability health checks and ethnicity recording.

71 GP practice sites, 15 Primary Care Networks (PCN), 6 Integrated Locality Partnerships (ILP) across One Gloucestershire Integrated Care System (ICS)



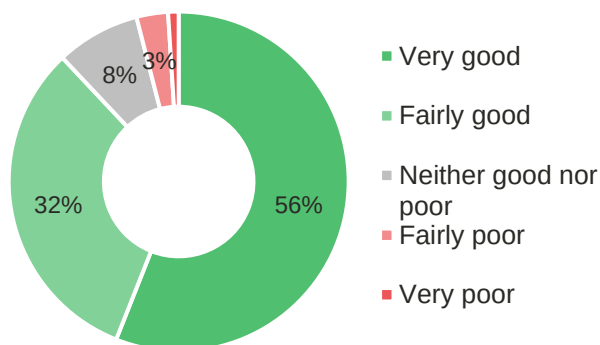
Practices and PCNs in Stroud District

PCN	Practices
Berkeley Vale	Acorn Practice
	Cam and Uley Family Practice
	Culverhay Surgery
	Chipping Surgery
	Walnut Tree Practice
Severn Health	Frampton Surgery
	High Street Medical Centre
	Locking Hill Surgery
	Prices Mill Surgery
	Regent Street Surgery
	Stonehouse Health Clinic
	Stroud Valleys Family Practice
Stroud Cotswold	Beeches Green Surgery
	Frithwood Surgery
	Minchinhampton Surgery
	Painswick Surgery
	Rowcroft Medical Centre

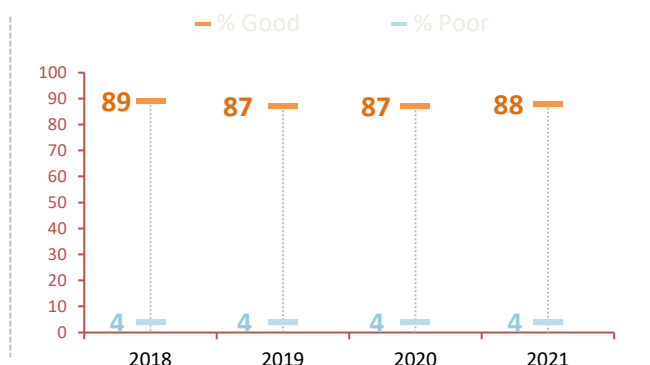
Overall experience of GP practice in Gloucestershire – 2021 National GP Patient Survey

Q30. Overall, how would you describe your experience of your GP practice?

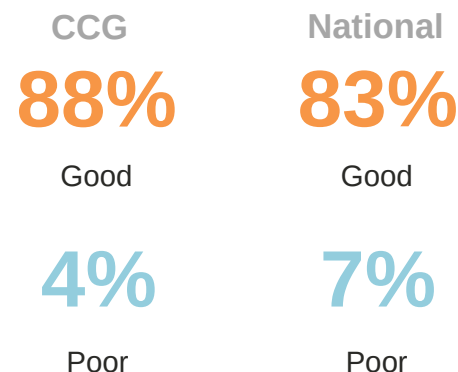
CCG's results



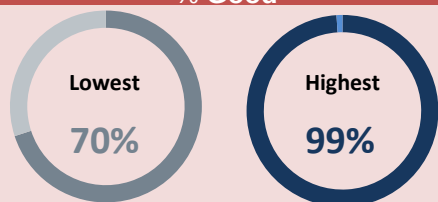
CCG's results over time



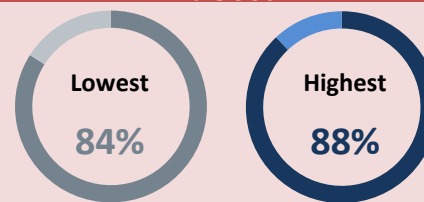
Comparison of results



Practice range within NHS Gloucestershire CCG
% Good



CCG range within South West region
% Good

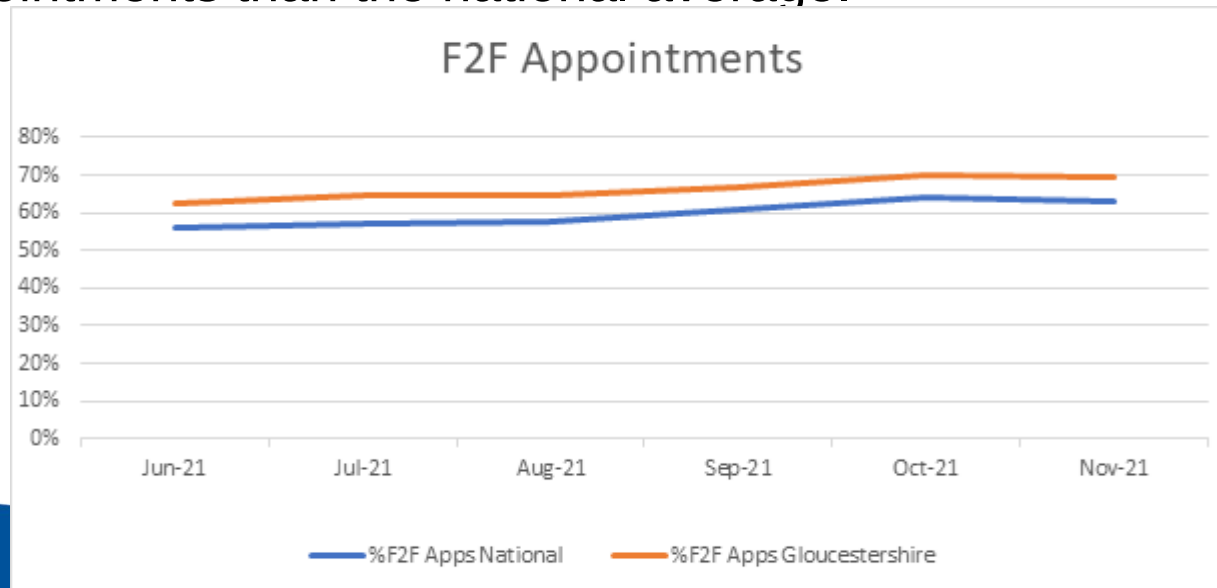


Base: All those completing a questionnaire: National (836,008); CCG 2021 (9,701); CCG 2020 (8,342); CCG 2019 (8,906); CCG 2018 (8,885); Practice bases range from 102 to 167; CCG bases range from 7,702 to 16,742

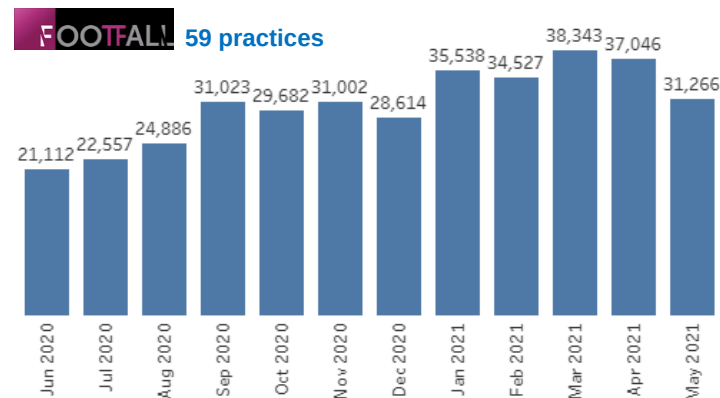
%Good = %Very good + %Fairly good
%Poor = %Very poor + %Fairly poor

Activity and Access

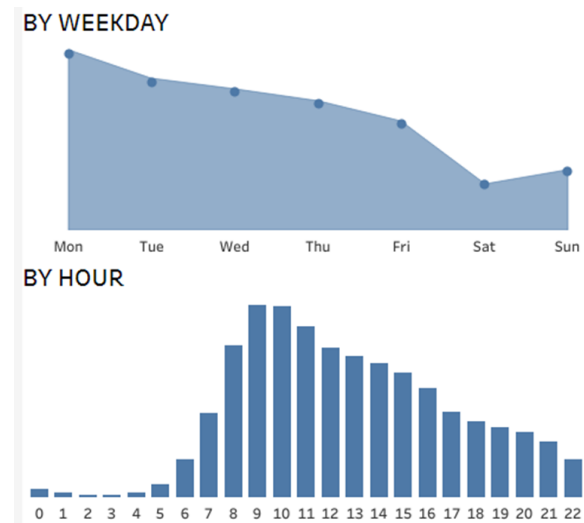
- During the period June – November 2021, Gloucestershire GP practices saw 11.3% (100,442) more total appointments (face to face appointments, home visits, telephone and video/online appointments) when compared to the same period in 2019.
- 22,654 more appointments with a GP were provided in November 2021 than in November 2019
- Patients have continued to be seen face-to-face if clinically appropriate. As shown in the graph below our practices are providing more face-to-face appointments than the national average.



Online Demand – Gloucestershire has one of the highest levels in England

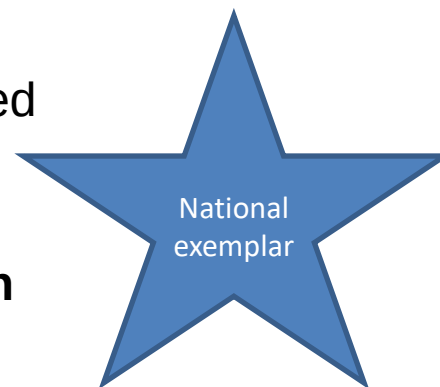


- Two online consultation platforms: e-Consult and Footfall.
- Demand has been steady at around **55-60k patient requests a month** in the last 6 months.
- Around **40k requests require GP intervention**, around 10% of e-Consults and 30% of Footfall submissions don't require a GP intervention, 40%+ of Footfall requests are Repeat Prescription.
- 13% of Footfall requests come in at weekends, with 22% on a Monday and slowly tailing off. 65% of Footfall requests are between 9am-5pm.
- 23% of e-Consults are out of hours and weekends, this has dropped from 28% earlier on due to some practices switching it off then.

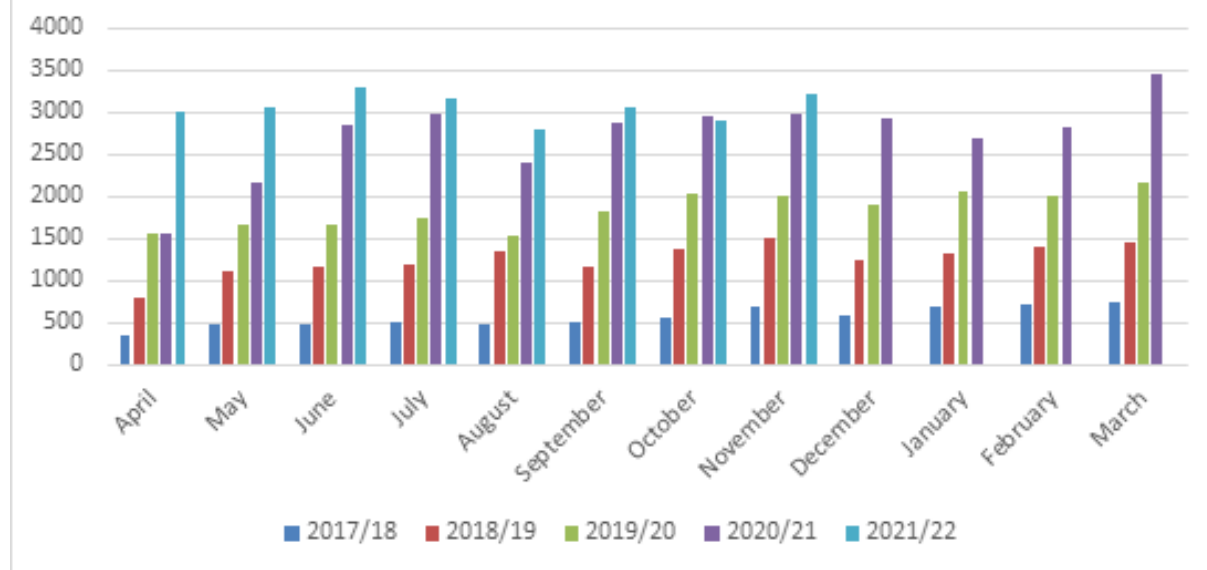


Advice and Guidance (A&G)

- Advice and Guidance in Gloucestershire is provided via two IT platforms eRS (all specialties) and Cinapsis (dermatology and paediatrics).
- Year on year growth in usage – **one of the top ten users nationally.**



Total A&G requests per month

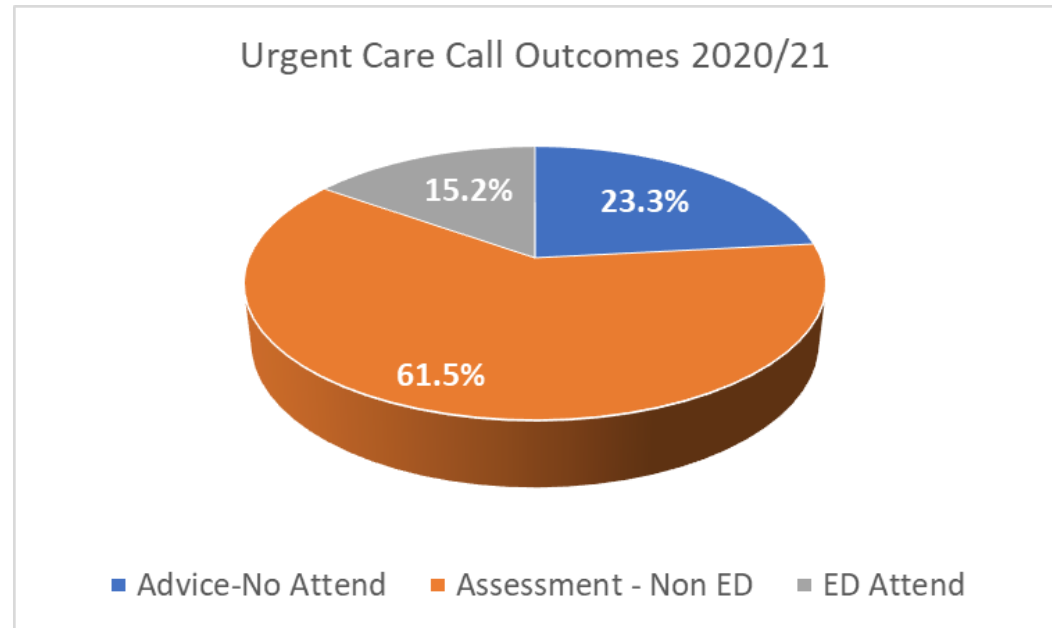


Quick stats (2020/21):

- **86%** of requests responded to within 2 days
- **95%** of requests responded to within 5 days
- **73%** of requests provide primary care management advice
- **19** specialities in total
- **90%** of requests via eRS, 10% via Cinapsis
- **30%** of total requests are in dermatology

Why use Advice & Guidance (A&G) in Urgent Care?

- 23.2% of Referrals were retained in Primary Care / Community negating a hospital visit
- 61.5% were able to be sent direct to an assessment unit avoiding Emergency Department.
- 15% directed to Emergency Department.
- 84.8% of A&G Calls did not result in an Emergency Department visit.



Focus on COVID 19 response

Covid -19 – Omicron response

“A new national mission” – Amanda Doyle

The NHS was asked to offer every eligible adult over the age of 18 a booster vaccination by 31 December

NHSE/I letter dated 13th December 2021 ‘National call: Next steps for the NHS Covid-19 vaccine deployment’

- All General Practice teams to clinically prioritise services to free up maximum capacity to support the Covid-19 vaccination programme alongside delivering urgent or emergency care and other critical services such as cancer.
- This could include pausing routine and non-urgent care and redeploying staff to support delivery of covid-19 vaccinations

Gloucestershire Covid Vaccinations (as at 01/03/22)



Gloucestershire

First Doses Clinical Commissioning Group

Alongside the booster campaign, Gloucestershire continues to provide the Evergreen Offer. 5-11 year olds clinically extremely vulnerable (Cohort 17) are at 11.5%; which is one of the highest uptakes nationally.

Cohort	First dose %
1-12	90.6
1-17	88.7

System planning for the following is taking place:

- 5-11 Healthy Programme
- Spring Booster programme (*Over 75s, Care Home residents, Over 12 Immunosuppressed*)
- Ongoing 'Evergreen' offer

In addition, further plans around:

- Surge Capacity
- Autumn Campaign Scenarios

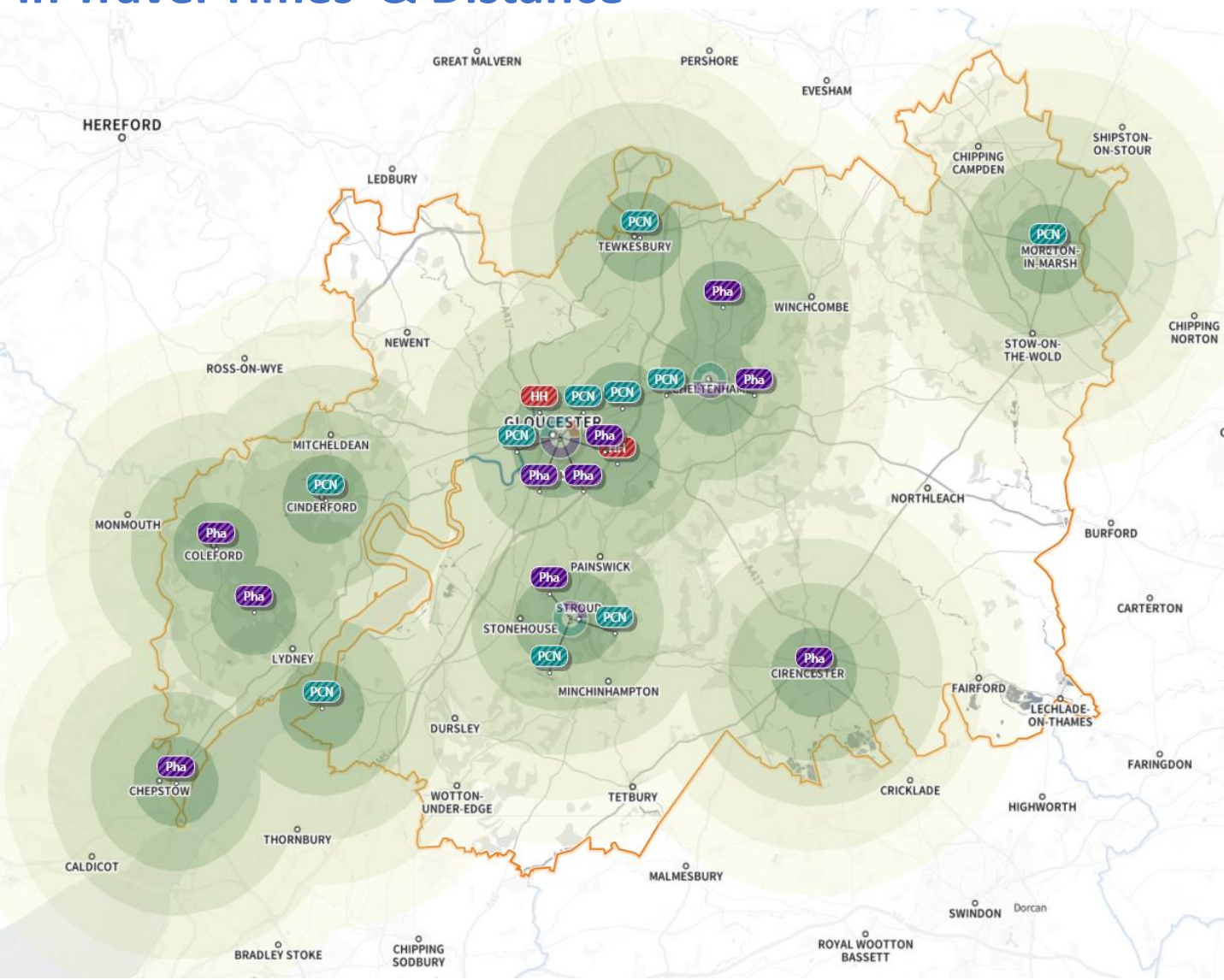
Boosters

Of those eligible, over 87.5% have had a booster (see cohort breakdown below)

Cohort	Cohort Name	Boosted as % of eligible
1	Care Home residents & staff	75.0%
2	80+ & Health Care workers	90.9%
3	75-79	95.6%
4	70-74 & CEV	94.0%
5	65-69	96.6%
6	At Risk	87.9%
7	60-64	95.3%
8	55-59	94.0%
9	50-54	92.5%
10	40-49	87.4%
11	30-39	78.0%
12	18-29	69.3%
13	12-15 At Risk	39.8%
14	12-17 Living in h/hold with Immunosuppressed	55.4%
15	16-17	45.4%
C1-15 Totals	All Booster Eligible cohorts	87.5%

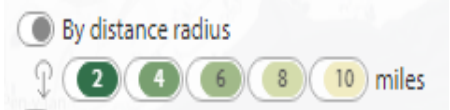
ICS/STP GLOUCESTERSHIRE – Site Delivery Network

In Travel Times & Distance



Pillars	Number of Sites
Hospital Hubs	2
LVS - PCN	11
LVS - Pharmacy	8
Grand Total	21

The lighter colour shown on the Map represents 10 miles radius with an average travelling time of 60 minutes by car to a Local Vaccination Site (LVS) subject to rush hour



Partnership working

- Community nursing support to Primary Care Networks to vaccinate housebound patients.
- Gloucestershire Health and Care (GHC) NHS Trust is providing the 12-15 year old school vaccination programme with an expert school immunisation team visiting two schools a day. In addition PCNs are offering walk-in clinics for this age group.
- Originally 3 PCN vaccination sites in GHC premises: North Cotswolds, Cirencester and The Vale Community Hospitals. Others at Churchdown Community Centre and South Gloucestershire and Stroud College.
- Vaccine equity group established January 2021 including Gloucestershire Voluntary Community Services Alliance, Inclusion Gloucestershire and Healthwatch. Online survey on vaccine hesitancy attracted in excess of 900 responses. Information translated into the 9 most commonly spoken languages in Gloucestershire. Use of community venues to encourage take up.
- Many Volunteers including, but not limited to, Gloucestershire Fire and Rescue Service, Gloucestershire Constabulary, county and district councils, Rotary clubs and local people.

Focus on Stroud District

Focus on Stroud & Berkeley

- £4m new Five Valleys Medical Centre in Stroud Town Centre
- £3m New Minchinhampton surgery approved
- 66% ETTF funding towards the approx. £500k refurbishment of Culverhay surgery in Wotton-under-Edge
- Two substantial Improvement Grants awarded for major refurbishment and extension of Chipping surgery in Wotton-under-Edge with a total project cost in excess of £1.5m,
- A maximum 66% Improvement Grant awarded to Frithwood Surgery towards an estimated £275k expansion project
- Working with Culverhay, Berkeley to secure a 66% maximum Improvement Grant award for a major modernisation/reconfiguration project estimated to cost over £500k
- It should also be noted that substantial and additional funding for GPIT secured for all the projects listed



New GP Premises - Building a lasting legacy

New Extension to The Chipping Surgery (Wotton-under-Edge)



Construction Starting on the New Medical Centre in Stroud Town Centre



Workforce Data – Stroud District

Staff Group	Headcount	FTE
GPs	114	87.09
Nurses	55	35.44
DPC	55	34.05
Admin	222	139.06

This table shows staff type and number as sourced from the nationally available NWRS data set

*General Practice – December 2021
Practice Level.csv*

This table shows WTE for each ARRS role as captured through claims in December 2021.



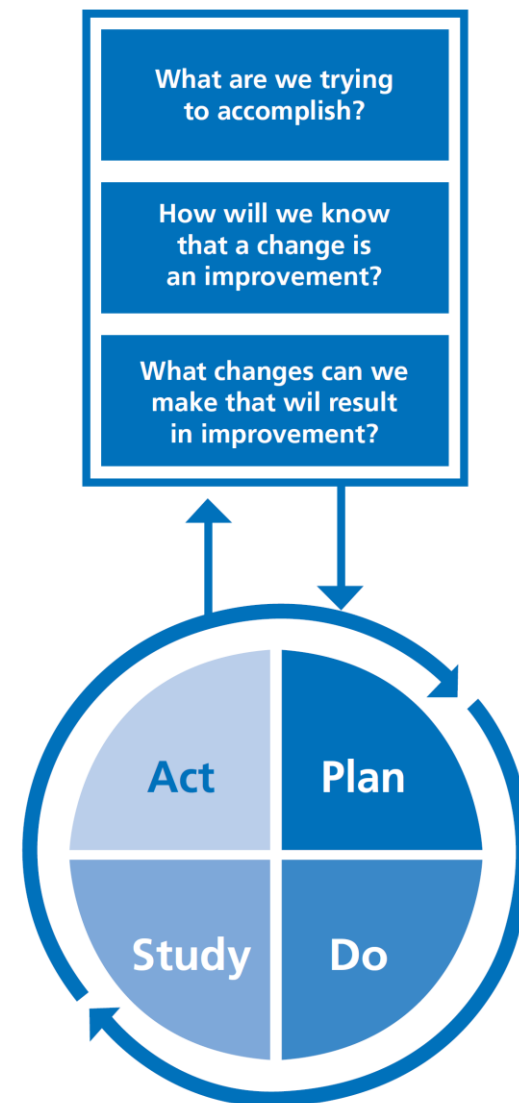
ARRS Staff in Post Dec 21	WTE
Pharmacy Technicians	4.95
Clinical Pharmacists	9.41
First Contact Physiotherapists	1.41
Physicians Associates	0.6
Care Co-ordinators	11.78
Health and Wellbeing Coaches	1.00
Social Prescribing Link Workers	1.87

PCN Quality Improvement (QI) Funding

- Gloucestershire CCG released £1.7m of funding (£2.50 per weighted patient) in March 2021 as non-recurrent funds to all 15 PCNs.
- Funding was to pump-prime the transformation and development of PCNs taking a QI approach using Population Health Management methodologies.
 - This could complement/enhance existing ideas or schemes but must not duplicate any funding flows.
 - A further £1m has since been made available to strengthen the QI projects.

PCN Quality Improvement (QI) Schemes

Severn Health	Theme 1 - Suite of options to support patients with obesity, smoking cessation, prediabetic & hypertension
	Theme 2 - IT Project Support to utilise PHM & Practice Data
	Theme 3 - Mental Health support for Children and young people
	Theme 4 - Volunteer Development Thank you event for COVID volunteers & work to promote volunteer integration
Stroud Cotswolds	Theme 1 - Diabetes - Sharing of Best Practice & Opportunities for Network Level Care Provision
	Theme 2 - Young Peoples Mental Health Investment in The Door and Teens in Crisis for additional capacity locally for young people.
Berkeley Vale	Theme 1 – Mental Health – Disordered eating (targeting ages 11+ who do not meet the threshold for specialist services at Brownhill
	Theme 2 – Frailty Service Peer support carer group, frailty HCA and PCN IT support for the project



Questions welcomed