



Health Scrutiny Panel

29/10/2019

Report title	Appointment Waiting Times and Utilisation for CoWC Health Scrutiny Panel
Report of:	Jo Reynolds, Primary Care Transformation Manager
Portfolio	Public Health and Wellbeing

Recommendation(s) for action or decision:

The Health Scrutiny Panel is recommended to:

Consider and note the content of this report. Panel members are encouraged to raise any queries they may have and note that the CCG are working in partnership with Primary Care Networks to improve appointment utilisation.

1.0 Introduction

- 1.1 This report is intended to provide assurance to Overview & Scrutiny Panel regarding waiting times and appointment utilisation following a request made by the Panel earlier in 2019. The report provides information regarding General Practice in Wolverhampton only.

2.0 Background

- 2.1 Earlier in 2019 a request was made by the Overview and Scrutiny Panel that a report be presented on GP appointment waiting times. It was agreed to utilise information from the NHS benchmarking report and the GP Appointment Utilisation tool, this and further appointment information associated with Primary Care Hubs is also detailed.

3.0 Impact on Health and Wellbeing Strategy Board Priorities

Which of the following top five priorities identified by the Health and Wellbeing Board will this report contribute towards achieving?

Wider Determinants of Health	<input checked="" type="checkbox"/>
Alcohol and Drugs	<input type="checkbox"/>
Dementia (early diagnosis)	<input type="checkbox"/>
Mental Health (Diagnosis and Early Intervention)	<input type="checkbox"/>
Urgent Care (Improving and Simplifying)	<input type="checkbox"/>

4.0 Decision/Supporting Information (including options)

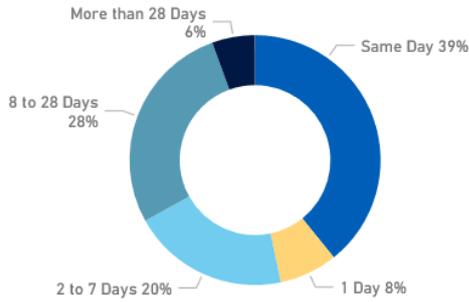
The questions the Panel are seeking to be answered, and the response to each question, are below.

4.1 How the CCG collect and monitor the data.

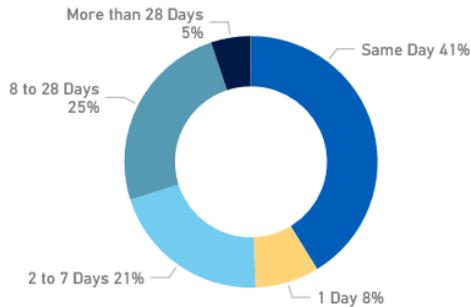
There are two forms of data available, National data is collected by NHS Digital and local data is collected for Primary Care Networks (Practices working together) Hub Access, commissioned through a Local Enhanced Service. It is the responsibility of the CCG to monitor the Local Enhanced Service that is in place to provide extended access from each Hub, which is gathered on a monthly basis.

4.2 How GP Appointment Waiting Times in Wolverhampton compare nationally and regionally and analysis as to the differences.

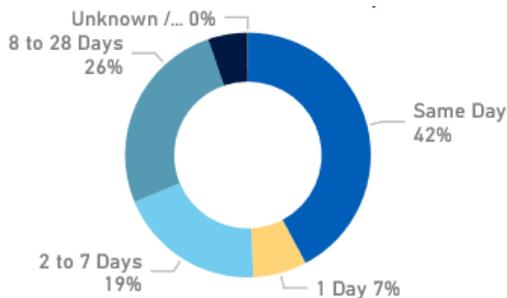
Wolverhampton



STP



National Picture



The highest proportion of appointments are utilised on the same day as booking, with less than a third of patients waiting above 8 days for their appointment.

There are slightly less patients accessing appointments on the same day as booking in Wolverhampton compared to the STP and nationally.

Wolverhampton does have a slightly higher proportion of patients waiting 8- 28 days, however patient demographic needs to be considered when reviewing this.

Figures can also be influenced by patient choice, and the booking of routine appointments.

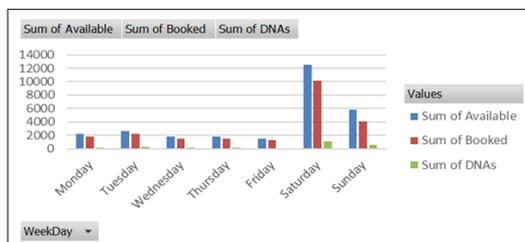
Source; NHS Digital

There is no requirement for PCN Hub to collect waiting time data.

This report is PUBLIC
[NOT PROTECTIVELY MARKED]

Wolverhampton Primary Care Networks	
Unity East Network	
<ul style="list-style-type: none"> Ashmore Park Health Centre I H Medical Bilston Health Centre Poplars Medical Practice Probert Road Surgery 	<ul style="list-style-type: none"> Dr Fowler- Oxley Surgery Mayfield Medical Centre Primrose Lane The Bilston Family Practice
Unity West Network	
<ul style="list-style-type: none"> Castlecroft Medical Practice Pennfields Health Centre (IH) Tettenhall Medical Practice 	<ul style="list-style-type: none"> Dr Whitehouse- The Surgery Penn Surgery
Wolverhampton Total Health	
<ul style="list-style-type: none"> Duncan Street Fordhouses Medical Practice Tudor Medical Centre & Branches 	<ul style="list-style-type: none"> East Park Medical Practice Newbridge Surgery Whitmore Reans Health Centre (& Branches)
Wolverhampton North Network	
<ul style="list-style-type: none"> Ashfield Road Surgery Keats Grove Surgery Prestbury Medical Practice The Surgery, Woden Road 	<ul style="list-style-type: none"> Cannock Road Medical Practice MGS Medical Practice Showell Park Health & Walk-in-Centre
Wolverhampton South East Collaborative	
<ul style="list-style-type: none"> Bilston Health Centre Ettingshall Medical Centre Health and Beyond Parkfields 	<ul style="list-style-type: none"> Bilston Urban Village Medical Centre Hill Street Surgery
RWT PCN	
<ul style="list-style-type: none"> Alfred Squire Medical Practice Lea Road Medical Practice The Surgery, Wednesfield Warstones Health Centre 	<ul style="list-style-type: none"> Coalway Road Surgery Penn Manor Medical Centre Thornley Street Surgery West Park Surgery

Day of Week	Sum of Available	Sum of Booked	Sum of DNAs	% Utilised	% DNA	% Unbooked
Monday	2238	1833	175	74%	8%	18%
Tuesday	2640	2211	287	73%	11%	16%
Wednesday	1799	1532	149	77%	8%	15%
Thursday	1790	1488	176	73%	10%	17%
Friday	1494	1343	126	81%	8%	10%
Saturday	12545	10195	1095	73%	9%	19%
Sunday	5853	4081	544	60%	9%	30%
Grand Total	28359	22683	2552			



4.3 How GP Appointment Waiting Times in Wolverhampton compare to any national performance targets.

There are no performance targets for waiting times for either core service or hub appointments. The contractual requirements for Extended Access Hubs are that both pre-bookable and on the day appointments need to be available.

4.4 How the CCG are trying to improve waiting times and any national/ regional changes planned.

All practices have same day provision, with different models of managing demand. Practices report that the majority of their appointments were available on an urgent basis, in order to manage patient expectations. All practices have systems in place to manage demand and flow of patients, by releasing appointments at different times.

The majority of practices stated that appointments were able to be accessed in a number of ways, including online booking, telephone triage, and walk in clinics.

Patient requests, such as seeing a specific GP, can have a significant impact on the length of wait for an appointment.

Same day appointments, and not having appointments too far in advance, were both viewed as ways to help reduce waiting times and DNAs.

Wolverhampton CCG is supporting practices to increase the take up of Extended Access Hub appointments, and helping patients to know about the availability of the additional appointments, through an engagement improvement plan. The aim of the activity within the plan is to enable patients to make better use of Primary Care, including the appointments that they can access at hub level.

By delivering services within a Hub as a network, activity is diverted into the community reducing the need for patients to attend urgent and secondary care. Capacity is also

freed up in other practices, as the distribution of patients and the choices available is increased.

4.5 The best and worst GP practices in Wolverhampton for waiting times with analysis as to why this is the case.

Information regarding patient experience of booking appointments with each practice can be found in the GP survey (<https://gp-patient.co.uk>) this information is not collated or used as an indicator for contract monitoring by the CCG.

Monitoring of PCN Hub data informs which of the practices are utilising the appointments, and by how many. Waiting times does not feature in this data set.

4.6 How the CCG deals with and monitors complaints about the waiting times

Complaints regarding waiting times are managed by the practice. The CCG would not ordinarily be notified of any complaints this information is managed between practices and NHS England who provide periodic reports to the CCG confirming the numbers of complaints that may have been raised directly with NHS England. It is the provider's responsibility (practice) to investigate under their own complaints procedure. If the provider concludes the matter or decides resolution cannot be met, the parliamentary ombudsman details are given and the matter is handled by the Ombudsman.

5.0 Implications

5.1 Financial and Resource Implications

There are no additional financial implications to the CCG however, appointments that have not been cancelled and/or patients did not attend have been lost to the system when they could have been reallocated to reduce waiting times and improve the use of clinical time.

5.2 Quality and Safety Implications

Implications for patients and clinicians/clinical services have been detailed above. In addition to those points the mitigating actions being taken to achieve improvements should in turn achieve better outcomes for all.

5.3 Equality Implications

In line with NHS England's National Access Standards the CCG has in place a Equality Impact Assessment and action plan, ensuring that identified negative impacts are mitigated against.

6.0 Schedule of background papers

- 6.1 The background papers relating to this report can be inspected by contacting the report writer:

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