

Primary Care in Gloucestershire

Health Overview Scrutiny Committee

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Summary

General Practice Access

- A total of 27% (80,000) more appointments were offered in General Practice in Sept 23 compared to Sept 19
- Over the last 6 months the average increase is 23.5% compared to the same period in 2019 - over 67,000 appointments a month more.
- Gloucestershire practices are now seeing more patients face to face than in the early part of 2019 – consistently above the national average during and since Covid.

Primary Dental Services

- NHS dental access rate for adults 2021/22 was 29% Gloucestershire (South West average 35.5%)
- Commissioned out of hours urgent appoints Saturday mornings & early evenings by seeking expressions of interest from all General Dental Practitioners (GDPs).
- Commissioned in hours urgent appointments at the start/end of an existing session.
- Increased up take of Stabilisation – sessional basis and 3 year term.

Summary

- Planning a Primary Care Dental Centre of Excellence increasing access and enabling dental workforce development – Gloucester City initially. To support Core 20 population with a focus on exempt patients & children.
- Recruited a Dental Strategy Clinical Lead – 4 sessions. 2 years fixed term.
- Develop new & extend local apprenticeship and T level offers in conjunction with local providers.

Community Pharmacy

- Department of Health and Social Care (DHSC) and NHS England aim to expand Community Pharmacy Clinical Services.
- Workforce challenges although skill-mix and digital solutions are key enablers to create clinical capacity.
- Local innovations - integrated trainee placements, Patient Group Direction (PGD) supplies, Teach and Treat Programme, PATHFINDER and Community Pharmacy Primary Care Network (PCN) Leads building key relationships across our neighbourhood pharmacy and practice teams.

Community Optometry

- Developments have been undertaken closely with the Eye Health Clinical Programme for some time, as previously reported to HOSC and therefore are deliberately excluded from this update.

General Practice Access in Gloucestershire

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GP appointment data - summary

- All practices offer on the day urgent appointments
- A total of 27% (80,000) more appointments were offered in Sept 23 compared to Sept 19
- Over the last 6 months the average increase is 23.5% compared to the same period in 2019 - over 67,000 appointments a month more.
- Gloucestershire practices are now seeing more patients face to face than in the early part of 2019 – consistently above the national average during and since Covid.
- Face to face appointments with a GP are back to pre Covid levels - for a six month period April to September 2019 and 2023 the average monthly increase is over 5,500 GP face to face appointments.

*How satisfied are you with the general practice appointment times that are available to you?

Gloucestershire 59% -National 53%

*During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

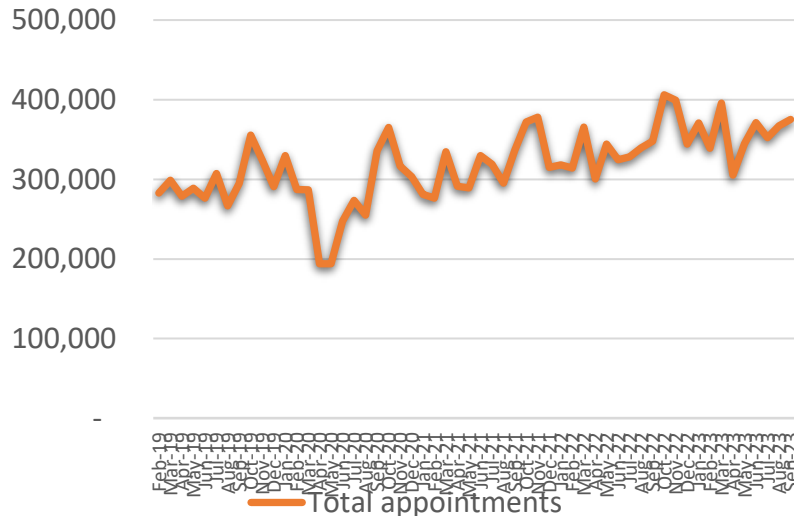
Gloucestershire 95% National 93%

*Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?

Gloucestershire 88% National 84%

* Taken from the National GP Patient Survey published July 2023.

Total appointments



This Graph (left) shows the total number of appointments offered in Gloucestershire.

Comparing September 2019 (pre covid) and September 2023 it show an increase of over 27% in the number of appointments, this equates to an additional 80,000 appointments in one month.

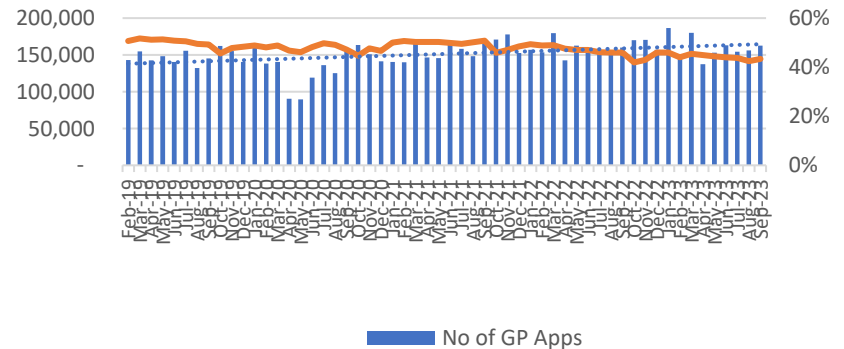
Looking at a period of last 6 months now and in 2019 the average appointments are 352,646 in 2023 and 285,491 in 2019, this is an increase of over 67,000 appointments a month. This equates to a 23.5% increase in appointments for the 6 month period.

This graph shows the actual number of GP appointments (blue bars) and the percentage of the overall Gloucestershire appointments with a GP.

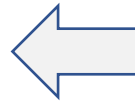
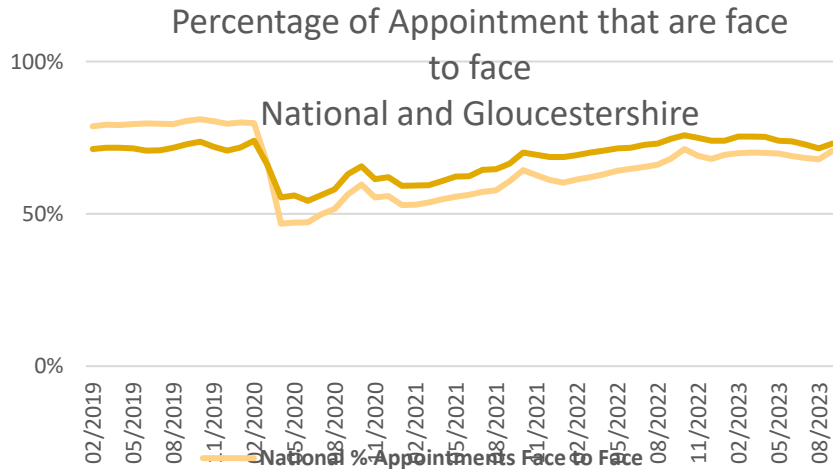
When comparing September 2019 and 2023 the number of actual GP appointments has increased by 12% or over 17,000 appointments and the trendline shows an upward trajectory.

Within general practice there are now a number of different clinicians that patients can see more appropriately than a GP.

Total No of GP appointments Vs % of GP appointments



Face to face appointments



This Graph shows the percentage of appointments offered by all clinicians that are face to face for Gloucestershire and Nationally.

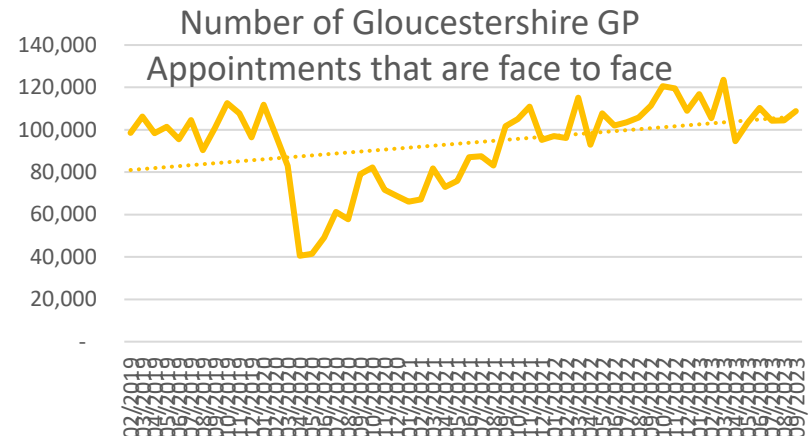
Gloucestershire have consistently been above the national percentage during and since covid.

Gloucestershire is now seeing more patients face to face than in the early part of 2019.

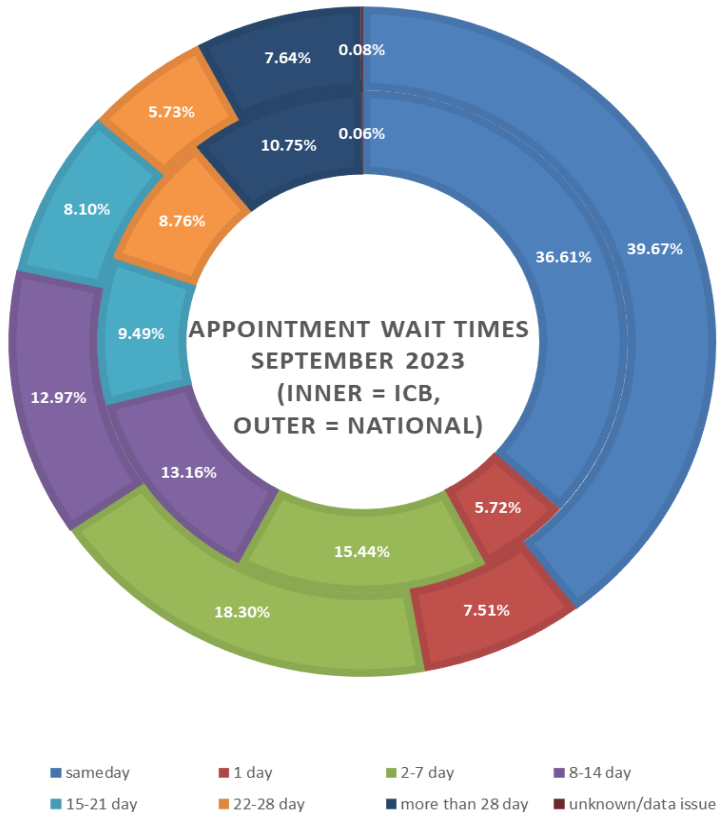
This graph shows the percentage of face to face appointments with a GP has returned to pre covid levels.



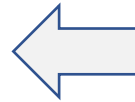
When comparing the number of appointments for a six month period April – September 2019 and 2023 the average monthly increase is over 5,500 GP face to face appointments.



Appointment wait times



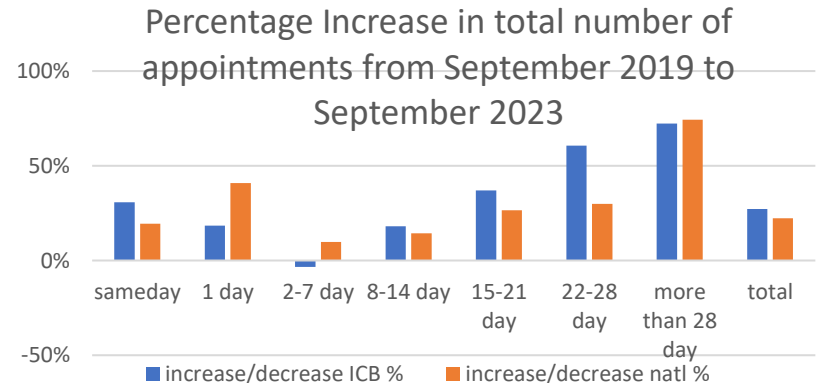
The pie chart shows breakdown of days between the booking and actual appointment date.



- All Gloucestershire practices offer on the day urgent appointments
- The period between booking and appointment may be due to patient choice and/or when clinician has asked for the appointment to be made



Using the information from the pie chart the graph shows the increase/decrease in actual number appointments available between September 2019 and September 2023.



Primary Dental Services transformation in Gloucestershire

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63 primary care dental contracts and 17 primary care orthodontic contracts in Gloucestershire.

Across our 6 localities

- Forest of Dean 8
- Tewkesbury 2
- Cotswolds 15
- Stroud 11
- Gloucester 14
- Cheltenham 13

Lowest access rates for Adult being seen 2021/22 – 29% Gloucestershire (South West average 35.5%)

807,096 total contracted Units of Dental Activity (UDAs) – Oct 2022
783,822 total contracted Units of Dental Activity - August 2023
(2.8% decrease)

42,323 total contracted Units of Orthodontic Activity (UOAs) – Oct 2022
42,323 total contracted Units of Orthodontic Activity - August 2023

70% average Unit of Dental Activity contract delivery across 12 month period (71% South West average)

Gloucestershire ICB Dental Strategy Overview

Access

- Commissioned out of hours urgent appoints Saturday mornings & early evenings by seeking expressions of interest from all General Dental Practitioners (GDPs).
- Commissioned in hours urgent appointments at the start/end of an existing session
- Increased up take of Stabilisation – sessional basis and 3 year term.
- Planning to use Flexible Commissioning to retain primary care providers in Core20 areas who are already delivering care - exploring resilience funding for UDA (Units of Dental Activity) levelling.
- Re-directing new referrals for Intermediate Minor Oral Surgery (IMOS) Service from secondary care to Community Dental Service (CDS) as clinically appropriate.
- Planning a Primary Care Dental Centre of Excellence increasing access and enabling dental workforce development – Gloucester City initially. To support Core 20 population with a focus on exempt patients & children.



Gloucestershire ICB Dental Strategy Overview

Workforce

- Recruited a Dental Strategy Clinical Lead – 4 sessions. 2 years fixed term.
- Two new Dental Advisor posts, part time, fixed term, advertise early 2024.
- Salaried and/or sessional workforce model in Primary Care Dental Centre of Excellence
- Develop & extend local apprenticeship and T level offers in conjunction with local providers, e.g. University of Gloucestershire, Gloucester College, South Gloucestershire & Stroud College. For example Oral Health Practitioner Level 4 apprenticeship; Dental Nurse Level 3 apprenticeship and T level with a dental specialism in year 2
- Extend placements for Foundation Dentists locally and incentivise retention
- Offer fellowship sessions for General Dental Practitioners (GDPs) for example in health equality.
- Promote NHSE work experience programme in local schools.
- Building a relationship with Local Dental Committee.
- Include dentistry in ICB workforce planning campaign; for example Be a GP in Gloucestershire.



Gloucestershire ICB Dental Strategy Overview

Oral Health Improvement

- All of the below are in conjunction with Gloucestershire County Council (GCC) Public Health colleagues
- Commission a dedicated Oral Health Training team and utilise a train the trainer model.
- Offer training in oral health promotion to staff working in residential/nursing homes and to other vulnerable groups including but not limited to children in care, care leavers, people seeking asylum, those who are homeless, people with a learning disability and Gypsy Roma Travellers.
- Develop a service model for enhanced dental health in care homes which will include a pathway to enable residents to access dental care when needed. service specification drafted and expressions of interest sought
- Support the implementation of Supervised Toothbrushing across the county
- Support implementation of First Dental Steps including training for Health Visitors; distribution of dental packs during the 9 to 12 month universal visit and a pathway to access dental care.



Community Pharmacy in Gloucestershire

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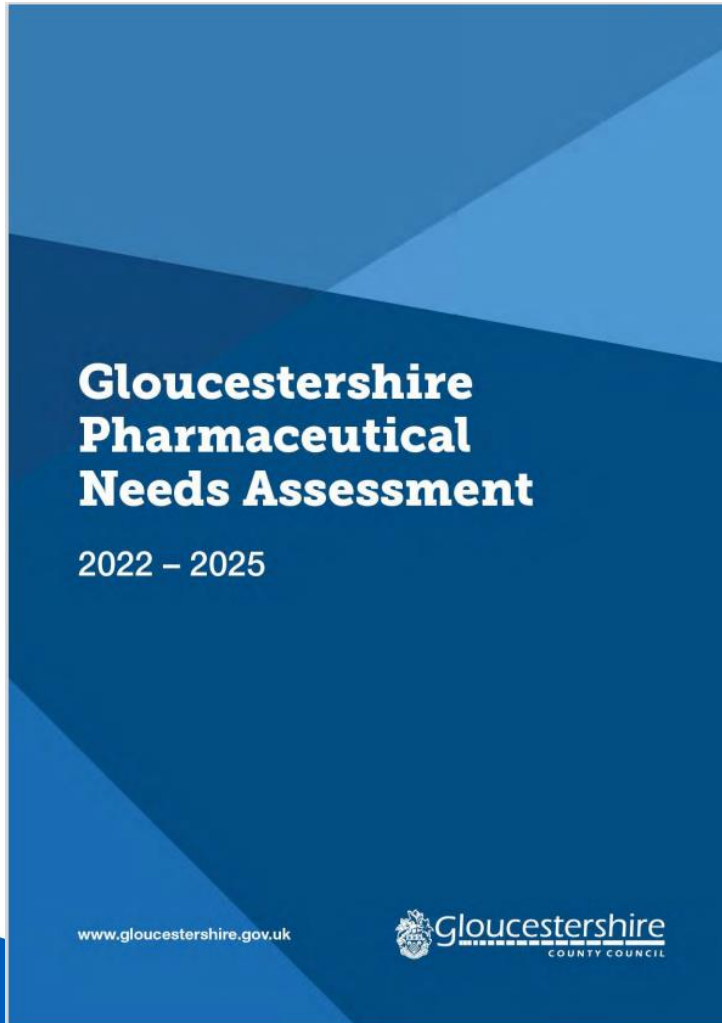


103 Community Pharmacies in Gloucestershire each with a community pharmacist, accessible pharmacy team at premises embedded in our communities

Across our 6 localities

- Forest of Dean 12
- Tewkesbury 6
- Cotswolds 15
- Stroud 16
- Gloucester 28
- Cheltenham 26

Gloucestershire has 2.6 Pharmacies per 10,000 GP Patients, England average 2.9 (range 2.1 to 3.5)



Expanding Community Pharmacy Services

Community Pharmacy is an essential part of primary care, offering patients easy access to health services in the heart of their communities, as over 80% of patients live within a 20 minute walk of their pharmacy and they are able to give expert clinical advice.

Building on the success of the existing services outlined in the Community Pharmacy Contractual Framework (CPCF) delivered by Community Pharmacy - this plan will be evolved to expand the range of services offered by our pharmacies, making better use of the clinical skills in community pharmacy teams, making them the first port of call for patients for most minor illnesses, advice and medications.

Community Pharmacy access overview

- 103 Community Pharmacies in Glos – 4 market exits in 2023 and 1 consolidation, 2.6 Pharmacies per 10,000 GP patients
- Funded via Community Pharmacy Contractual Framework (CPCF) 2019-24 – renegotiations of this ‘contract’ just concluded with DHSC– detail tbc
- Workforce pressures in maintaining access for our population to advice and medication
- Medicine shortages – global, national and local issue

Innovations

1. Pharmacy workforce integrated training for trainee pharmacists and pharmacy technicians with increased clinical placements and IP
2. Utilisation of wider team skill-mix and digital solutions to create greater system clinical capacity
3. Uncomplicated UTI Patient Group Directions (PGD) supply via our Pharmacies increasing timely access to effective treatments for women 16-64 years
4. Teach and Treat Programme supporting our existing community pharmacists become independent prescribers (IP)
5. Community Pharmacy Independent Prescribing PATHFINDER Programme – 3 pharmacy sites testing future national and local commissioning of IP services. Our current local clinical focus is Hypertension and Cardiovascular Disease for this initial programme
6. Community Pharmacy PCN Leads building key relationships between pharmacy teams and their PCN member practices