



North East and  
North Cumbria

# Primary Care Access Recovery Plan (PCARP) update October 2024

# Overview and Priorities

## Priorities

Resilience and sustainability

Access

Integration

Enabling functions

## Integrated Care Co-ordination

## Primary Care Access Recovery Plan (PCARP)

### Empowering Patients

- Greater use of NHS App and digital access
- Expand self-referrals
- Expand uptake of pharmacy services

### Modern General Practice Access (MGPA)

- Better digital telephony
- Simpler online requests
- Faster care navigation, assessment and response
- Transformation/improvement support for general practice

### Building Capacity

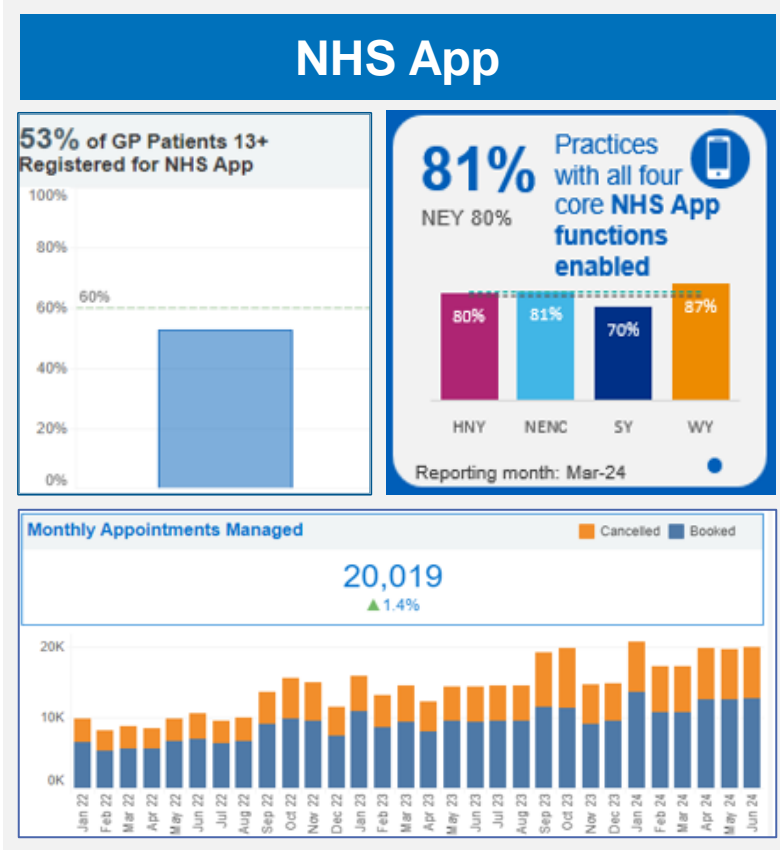
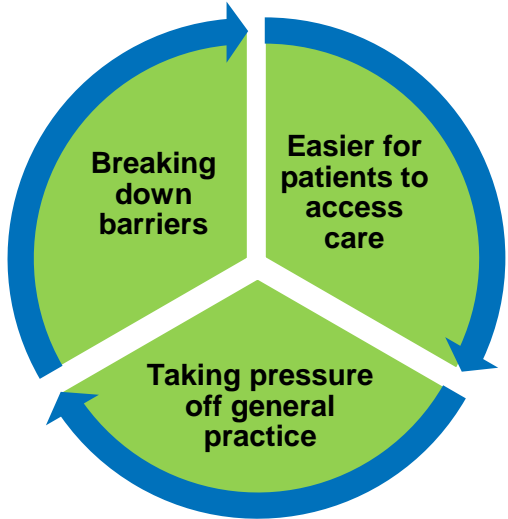
- Investment in workforce
- Increase clinical capacity

### Cutting Bureaucracy

- Primary-secondary care interface
- Roll-out online registration

Supporting Deep End Practices (reducing inequalities)

# Empowering Patients



# Empowering Patients

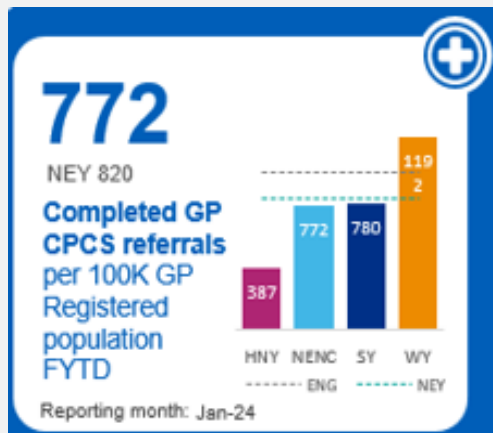


## Pharmacy First

**99%** Pharmacies registered to deliver Pharmacy First

**NENC ICB Highest National Uptake of Pharmacy First: 9623 consultations in February 2024**

## Community Pharmacist Consultation Service



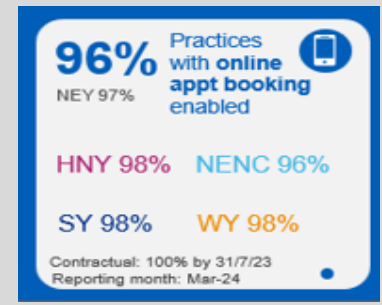
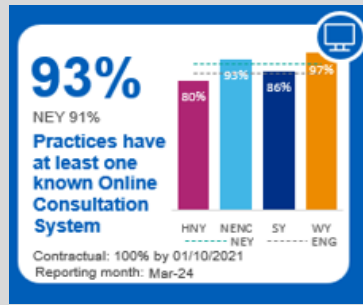
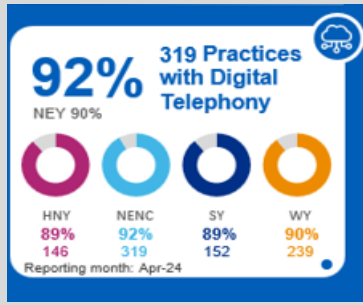
**76%** Pharmacies Delivering Blood Pressure checks

**26%** Pharmacies registered for new contraception service

# Modern General Practice Access

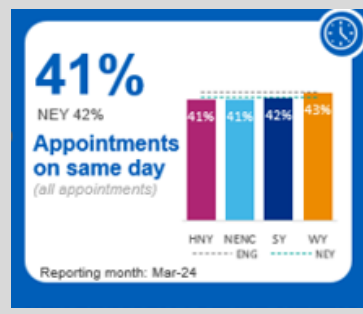


## Better digital telephony. Simpler online requests. Faster care navigation, assessment and response.



## Transformation / Improvement Support for practices & PCNs

	Achieved / Undertaken
>1 Staff completed national Care Navigator training	50% Practices
General Practice Improvement Programme	20.3% Practices
Transformation Support Funding to move to MGPA in 23/24	92% Practices
Support Level Framework discussion (ongoing)	45% Practices
Capacity and Access Improvement Payment criteria 23/24	100% PCNs
Local funding to support additional Care Navigation training (ongoing)	

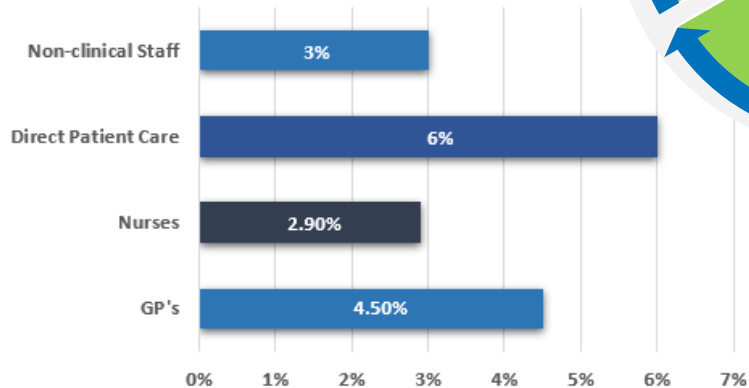


# Building capacity



## Growing Workforce

### Additional Staff



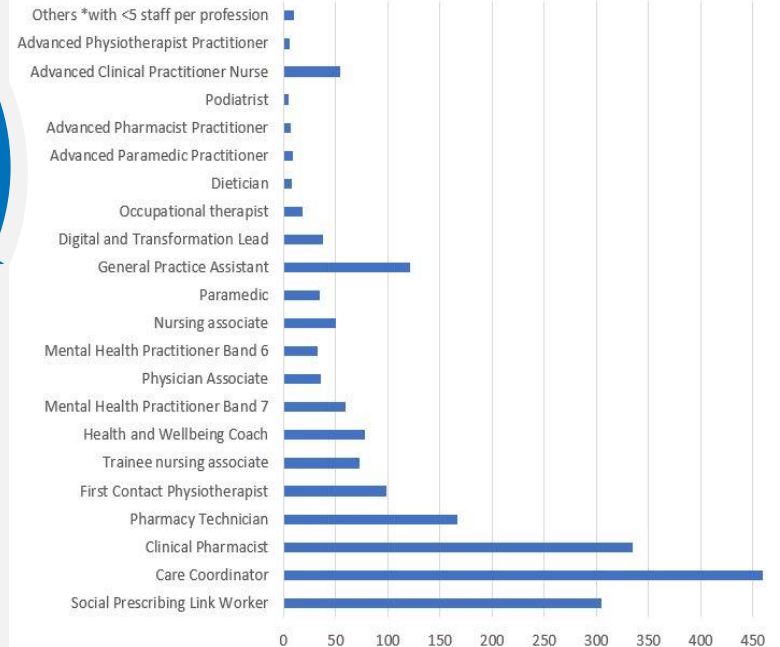
Support and grow the workforce

Train and Retain

Practices can offer more appointments

## Additional Roles Reimbursement Scheme

ARRS Staff 2023/24 (2006 Whole Time Equivalents)



# Building capacity



## Training and Education

### Training & Education since beginning 2023/24

Funded Training Places in 23/24	7408
Courses Commissioned	289
PCN Education Leads	59
Learning Environments Approved	274
Training Needs Analysis Responses 24/25	2561

## Additional Roles Reimbursement Scheme

### Additional Roles Reimbursement Scheme

ARRS Clinical Supervisors Trained	73
Health & Wellbeing Coaches accessed supervision	44
attended Peer support Group Sessions	131

## Recruitment and Retention

### Recruitment & Retention

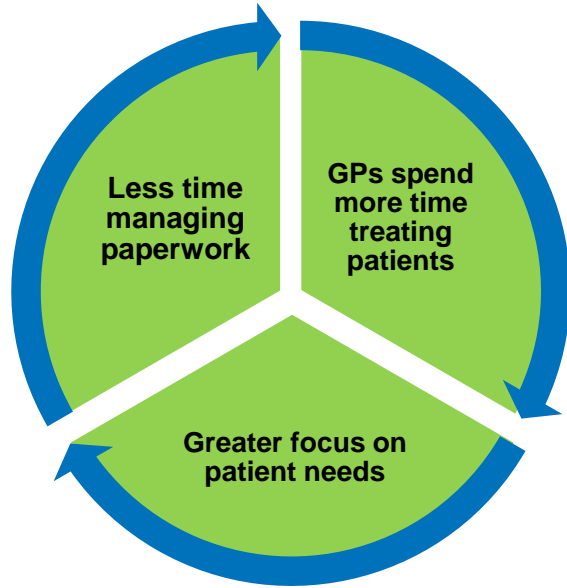
New to General Practice Fellowship - GP's	207
New to General Practice Fellowship - Nurses	78
Mid-career GP Fellowship Pilot	15
Nurse Clinical Supervisors	10
National GP retention Scheme	44

# Building capacity





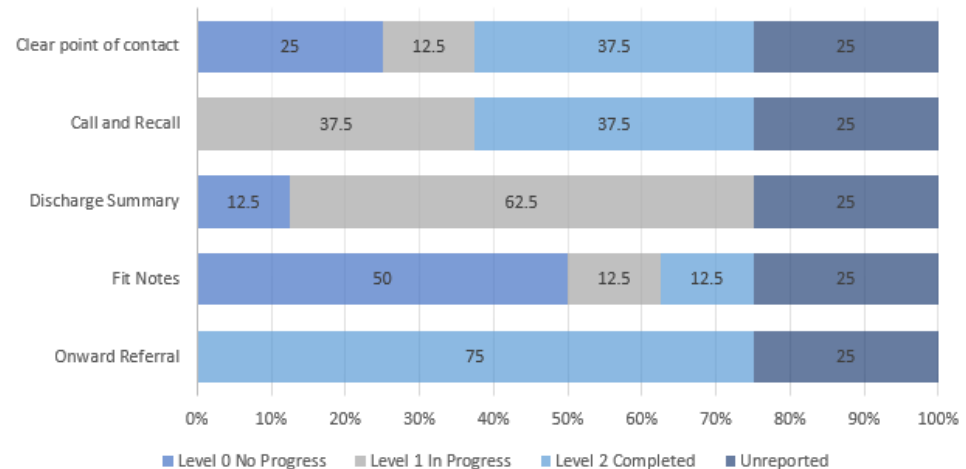
# Cutting Bureaucracy



## Highlights:

- Consultant to Consultant Policy ✓
- Local Clinical Interface Groups on Acute Trust footprints ✓
- Online Registrations – 61.4% GP Practices enrolled ✓

PRIMARY CARE SECONDARY CARE - SELF ASSESSMENT SUMMARY



# Patient experience



## GP Patient Survey

Overall, how would you describe your experience of your GP Practice?

Good**	
NENC	National
77%	74%

Thinking about the reason for your last appointment, were your needs met?

Yes*	
NENC	National
91%	90%

At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

Yes*	
NENC	National
91%	90%

Generally, how easy or difficult is it to contact your GP practice on the phone?

Easy***	
NENC	National
52%	50%

Generally, how easy or difficult is it to contact your GP practice using their website?

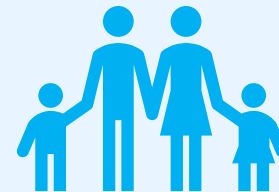
Easy***	
NENC	National
51%	48%

How would you describe your experience of using these pharmacy services?

Good**	
NENC	National
87%	87%

## Friends and Family Feedback March 2024

- ↑ **30%** Practices submitted Friends & Family Feedback
- ↑ **1%** Positive Feedback
- ↓ **1%** Negative Feedback



\* %Yes = %Yes, definitely + %Yes, to some extent / \*\*%Good = %Very good + %Fairly good / \*\*\*%Easy = %Very easy = %Fairly easy

# Patient experience



## Accessing GP appointments

Over half of respondents suggested that there had been no difference to accessing appointments in the last six months, with a higher percentage suggesting it had worsened (17%), than improved (15%).

**This suggests that the aspect of the PCARP had not had the desired impact to improve GP appointment access imminently, and more work could be done to increase appointment accessibility.**



## Contact via telephone

Majority of patients contacted their GP between 8 and 9am.

**65%** waited between 0-10 minutes for the phone to be answered

**65%** of patients were told of their queue position, but 13% were not given any other options on the call.

**More work could be done to improve this, majority of call wait times tended to be on the lower end of the scale, which is a positive.**



## Online consultation requests

Just over a quarter of respondents had submitted an online consultation request in the last 6 months. Of this group, over two thirds found it either 'easy' or 'very easy' to submit the form.

There was also a high degree of satisfaction evidenced in the outcome of the online consultation requests.

**These findings indicate that those who did submit online consultation forms found them to be a useful option.**

# Patient experience



## NHS App

Ordering repeat prescriptions was the only feature of the NHS App which had a higher percentage of yes responses than no. Respondents tended to find the app easy to use, suggesting no issue with the propensity to use the app itself.

**More work could be done to increase awareness of the NHS App and the features that patients can use it for.**



## Appointment suitability

Flexible appointments were found to be suitable for a high proportion of respondents, suggesting those who are invited to attend an appointment outside of normal working hours found it suitable and appropriate.

**For the minority who found these appointment unsuitable, this tended to be because of working hours or distance to travel.**



## Alternative health professionals

Respondents who had accessed care offered by alternative health professionals reported high levels of satisfaction with the service offered.

**More could be done to encourage take-up of appointments with alternative health professionals, as only half of respondents had attended an appointment with an alternative health professionals.**



## Pharmacy First

Despite few respondents accessing Pharmacy First services in the last 12 months, those who had, tended to be satisfied with the services they received. The speed of service, satisfaction with overall experience and ease of attending were all standout themes. **Despite this the majority of respondents reported being neither likely nor unlikely to visit their local pharmacy for health advice and support.**

# Challenges and next steps

## Challenges

■ GP Collective Action – impact on delivering PCARP

👤 Primary-Secondary Care Interface

📈 Data for Pharmacy elements

■ Workforce Capacity

📱 Digital Framework Delays

## Next steps

Sharing good practice /  
Lessons learnt

Using outcomes / data to inform  
planning and future priorities

Embedding use of digital tools to  
improve access

Continued roll out of Modern  
General Practice Access 2024/25

Using patient survey results to  
inform future improvements