

“Local GP services – access and quality”

Briefing for the Health in Hackney Scrutiny Commission
12th Jan 2023 by
Richard Bull and Kirsten Brown

Members' issues as reported

Mishandling of registration when patients are moved following closure of a practice

This was an ongoing issue about a Member whose Practice closed, got moved to Lawson and it's been pretty disastrous ever since, despite his best efforts, can't get f2f, can't get repeat prescription sorted out, is kept waiting for hours at surgery, triage not working, at one stage was even told to go to A&E

Poor customer service

All of them were saying customer service had got worse and it was being raised with them personally or in member surgeries

Inability to get face to face appointments

Again don't understand why those who feel they need r2f aren't told why they can't have them and instead fobbed off. Realise that f2f is kept for those who might need it most but the comms here are not working. Members felt they had to beg for f2f. Why should this happen. I know Kirsten has been strong at the Commission before about prioritising those who need it most rather than the most vocal but what appears to be missing here is a clear message to patients and too much variance

Members' issues #2

Triage not working and people being kept waiting long times for call backs

Again they all said this. I guess it's a workload issue. I presume comms are being done but are they getting through? The Members are articulate and persistent and couldn't get anywhere and one said "what if I was elderly, poor of hearing, couldn't speak English, I'd get nowhere"

Patients being told to go to A&E!

This happened to more than one of them!

Frustrations with NHS111

This was mixed, one said it worked fine, others found it frustrating and not any real help

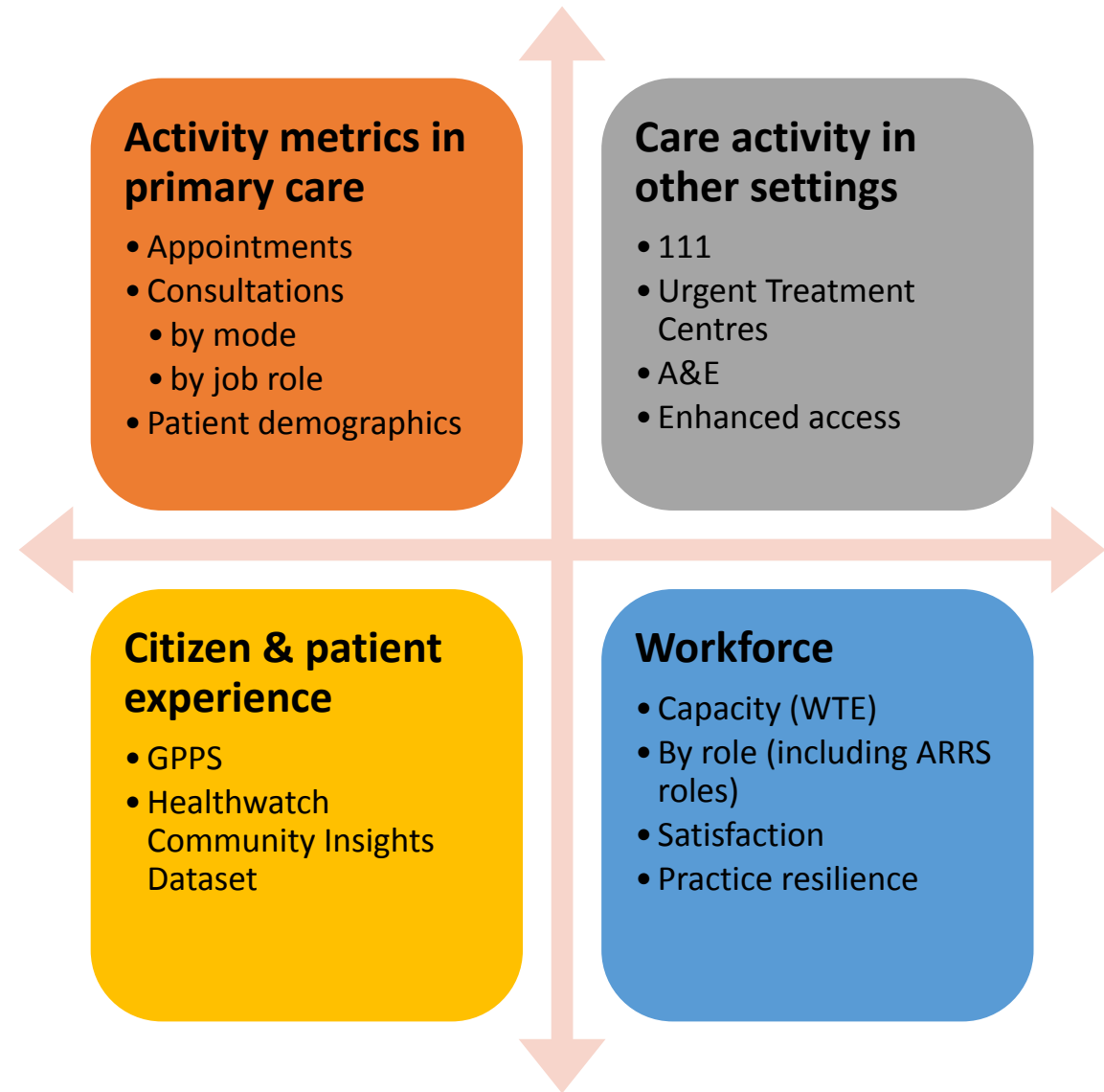
Members' issues - summary

- Problems with repeat-prescriptions
- Can't get a Face to Face appointment
- Long waits at the surgery
- Triage not working
- Being told to go to A&E
- Customer service getting worse
- Long waits for call backs
- Frustrations with NHS 111

Measuring Access

Is about more than just a single number. It requires a range of measures that capture both the technical as well as the perceived elements of good access.

To understand the **effectiveness of access** will require further measures that help us understand the impact of access on service users and on the broader system e.g., sentinel clinical outcomes and overall resource utilization. This will include metrics such as continuity of care and telephony data.



Workforce - staff type and ratios

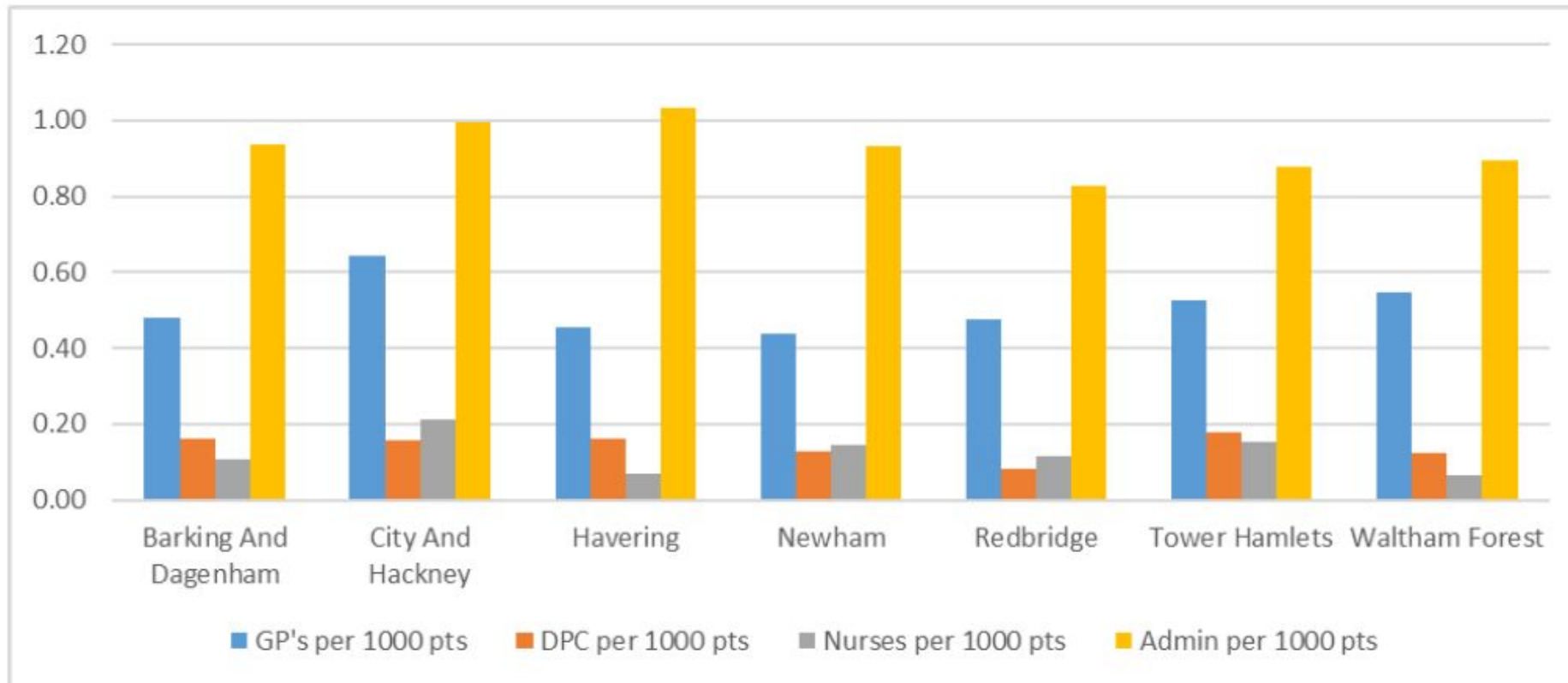
Practices are contractually required to provide NHS England with update information on their staffing. Staff groups are broken down into 4 types:

- GPs including partners, salaried GPs, regular locums and trainees
- Direct Patient care eg health care assistants, physician associates, etc
- Nurses – eg practice nurse and advanced practice nurse
- Admin – eg reception, call/re-callers, coders, etc

City and Hackney has by far the best GP to patient ratio in NE London. In fact it has the second best ratio in London. Put another way C&H has more doctors per head of population. This is due to the level of additional investment made by the CCG in local primary care (eg in the Duty Doctor service) and the higher number of training practices

Workforce- staff type and ratios

Staff type per 1000 patients



Source: NHS England workforce data

Workforce - staff type and ratios #2 – new roles

- C&H PCNs are leading North East London in their use of the national monies available to them for employing new roles under the Additional Roles Reimbursement Scheme (ARRS); C&H is managing to spend over 80% of its allocation compared to about 50% for NEL; this means there are more posts per head for direct patient care in C&H
- C&H has given C&H PCNs additional funding to cover the funded aspects of employing additional roles such as recruitment, supervision, training, CPD, IT and any third party employer on-costs eg Homerton and Family Action
- One of the new roles is Physician Associate. This is a relatively new role. A recent Panorama documentary highlighted the risks associated with inadequate supervision of these posts (there *is* adequate supervision in C&H)
- More needs to be done to explain these roles to the public. More than ever, GPs now work as part of primary care teams. These roles have come about partly to address the workforce crisis but also because they have so much to offer to patients and sometimes it is much more appropriate for a patient to see an ARRS role than a GP

Workforce - staff type and ratios #3 – recruitment crisis

- Practices' demand for new GPs is high but new GPs are not out there in the numbers that are needed. Due to its good reputation City and Hackney is struggling less than other areas. There is partly due the high number of training practices in C&H and the fact that locally trained staff are more likely to stay working for local practices (although housing in C&H is becoming increasing unaffordable even to salaried GPs)
- C&H also continues to invest in the Confed's salaried GP scheme which also helps
- Notwithstanding the above Spring Hill practice which is one of Hackney's largest is struggling to recruit and recently wrote to patients explaining the situation (see next slide)

Workforce - letter to patients

November 2022

Dear Patients,

We are aware that patients have been finding it more difficult to access a GP appointment at the practice recently and wanted to update you on the current issues that we are facing.

We have recently lost several GPs and despite repeated attempts at recruitment have not had any applicants to fill their places. There is a national GP workforce crisis and we are aware of many other local practices experiencing this issue. As a result of this our GP appointment capacity has been affected as we do our best to provide a safe service to our patients whilst at the same time trying to safeguard the wellbeing of our remaining GPs and team members.

In order to ensure that all of our GP appointments are used appropriately we would remind patients to consider self-care where appropriate and to follow advice from our receptionists as to who is the most appropriate team member to deal with their issue. Of course, we would encourage you to still contact the practice if you are worried about your health and we will always do our best to help.

We are very fortunate at Spring Hill to have an excellent team of Nurses, Pharmacists, Physiotherapists, Physician Associates, Paramedics and Social Prescribers who can deal with many issues and can all be booked directly via reception. They are highly skilled clinicians who work very closely with our GPs. We also offer online consultations with a GP that are responded to within 48 working hours and may signpost minor ailments to other staff who can help such as the community pharmacy or opticians.

We will always meet urgent and important demand on the day and have a 'duty GP' available to deal with any urgent medical issues so please speak to reception if you have been unable to book with a GP and feel your issue cannot wait.

Please do be aware that it is not only our clinical staff who are feeling these pressures but our reception, administration and management teams are also dealing with an unprecedented workload. We would ask that our staff are treated with respect as we are all committed to providing our patients with the highest level of care possible.

We hope this has helped you to understand the pressures we are facing and we are grateful for your support.

Spring Hill Practice

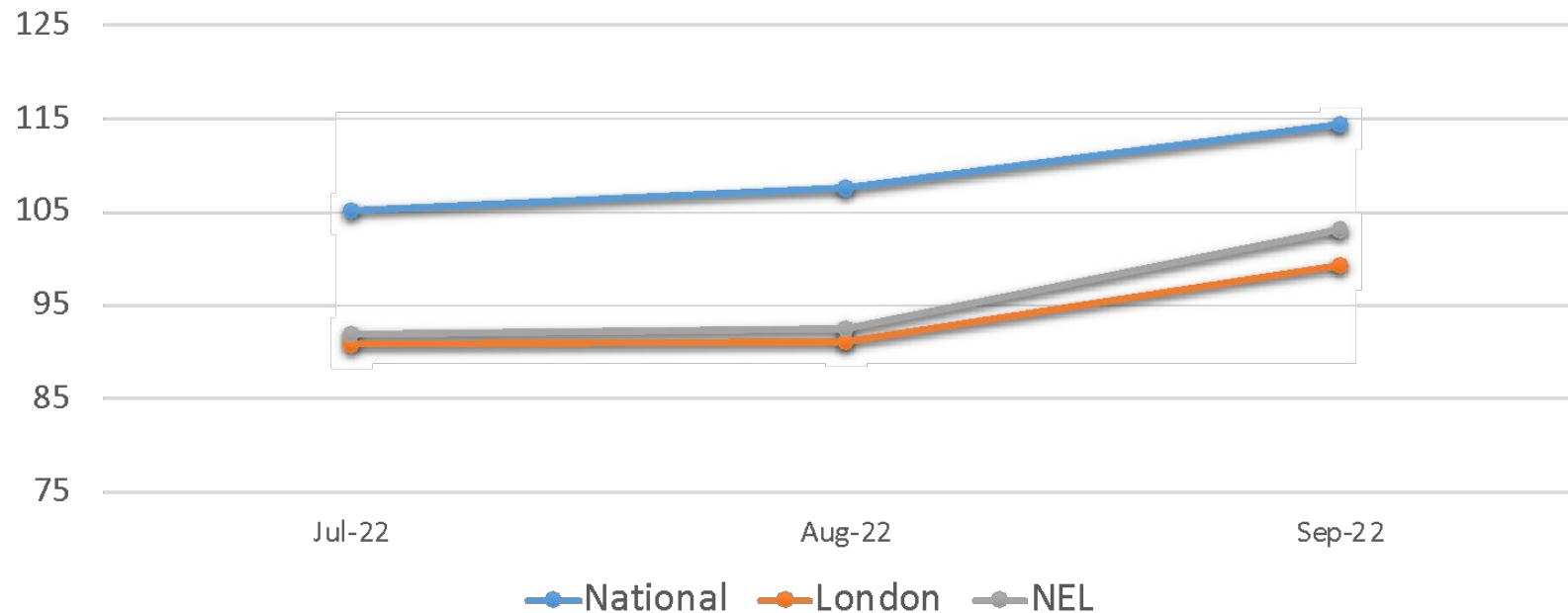
Activity metrics in primary care

- Average appointment activity is higher in NEL than for London region (but is lower than the national average)
- There is big variation in NEL
- Within NEL C&H has the highest rate of booked appointments per 1000 registered patients per week. C&H's rate is higher than the rate for NEL, London and National
- C&H has a local duty doctor service which means patients can speak to a GP at their own practice about anything that is urgent
- Having the duty doctor service not only helps support the continuity of relationship between the patient and the practice it also means C&H patients are less likely to need to call 111
- C&H also has a good extended access service

GPAD Data – National, regional and North-East London picture

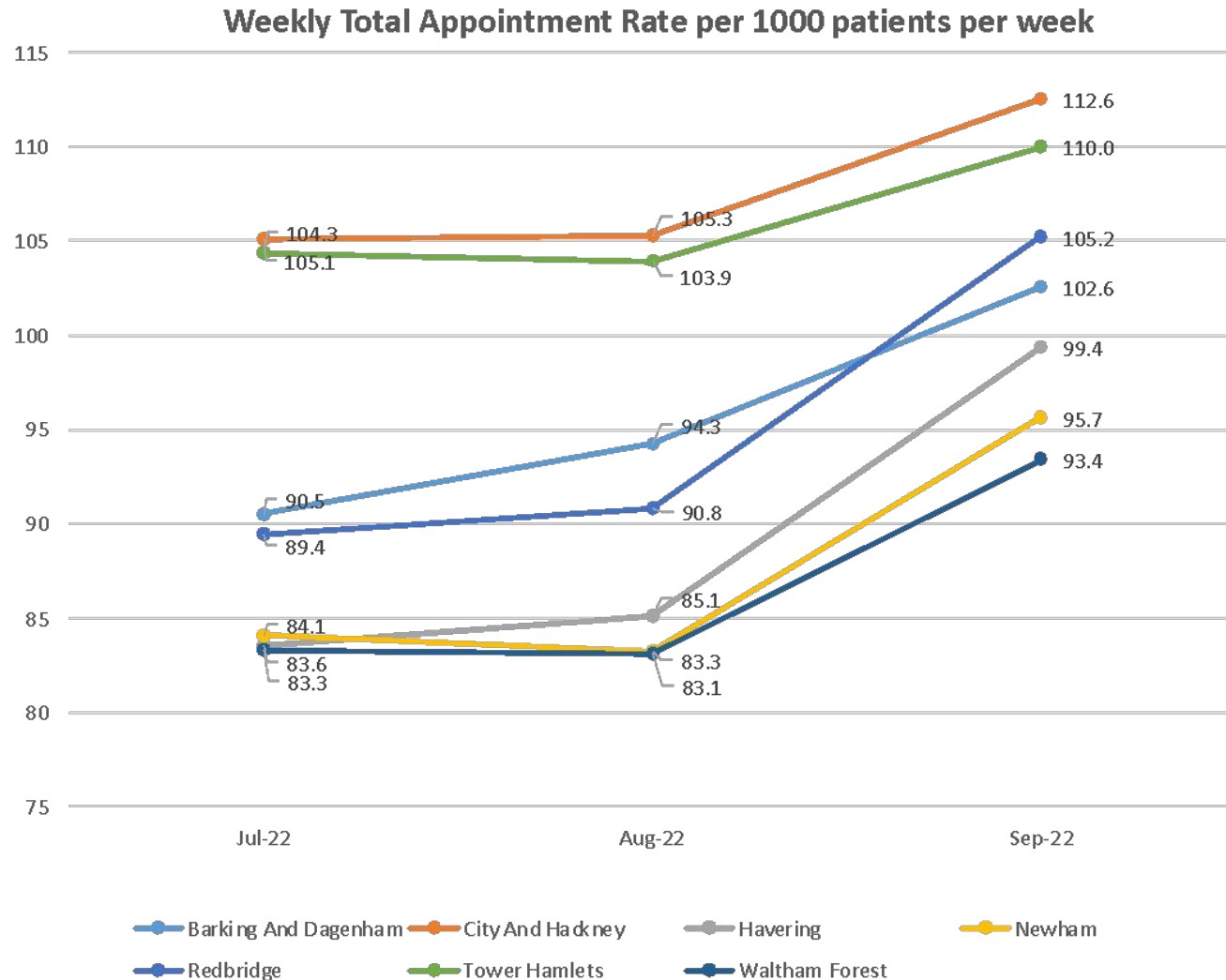
- Chart below shows rate of booked appointments per 1000 registered patients per week throughout Q2. For comparison across NEL and national we have used rates of appointments per 1000 patients per week as this allows a pragmatic comparison between practices and systems.
- Average national appointment activity is higher than NEL and London region throughout Q2.
- Rate of appointments in NEL are higher than those seen across London region, although difference is insignificant until September 2022.

Weekly Total Appointment Rate per 1000 patients per week



Location	Mean booked appointments/1000 patients/ week
National	109.0
London	93.8
NEL	95.9

NEL GPAD place/borough data



- The chart shows rate of booked appointments per 1000 registered patients per week throughout Q2 by borough/place.
- The data for each borough shows the average rate for all practices in the borough.
- The range of appointments booked across the borough is shown on the next slide. This shows that there is a large range between the number of booked appointments between practices in each borough.

Duty Doctor

With the exception of Greenhouse, all City & Hackney practices deliver the Duty Doctor contract. The practice income associated with delivering this service is linked to practice list size and the service specification states that the income must be spent on additional clinical capacity to deliver the Duty Doctor contract. This is assessed annually by the GP Confederation.

To assess the Duty Doctor demand and adherence of practices to respond to calls within specified deadlines, all practices undertake quarterly audits and report on a specific audit week.

The data they report includes:

- Total number of calls received from patients in the audit week
- Total number of calls received from health and social care professionals in the audit week
- The response time to a random selection of 20 patient calls per practice (target is 2 hours)
- The response time to all professional calls per practice – up to a cap if 15 calls (target is 30 mins)

2022/23 Duty Doctor data

Period	PATIENTS			PROFESSIONALS		
	Total number of Duty Doctor calls received from PATIENTS during audit week	Number of PATIENT calls audited for adherence to response times	Number of PATIENT calls responded to (%) within the KPI response time	Total number of Duty Doctor calls received from PROFESSIONALS during audit week	Number of PROFESSIONAL calls audited for adherence to response times	Number of PROFESSIONAL calls responded to (%) within the KPI response time
Q1 April – June 2022	1,613	655	655 (100%)	192	181	181 (100%)
Q2 July – September 2022	1,835	601	600 (99.8%)	165	156	165 (100%)
Q3 October – December 2022	1,917	623	621 (99.7%)	167	153	153 (100%)
Average total per audit week	1,788			175		

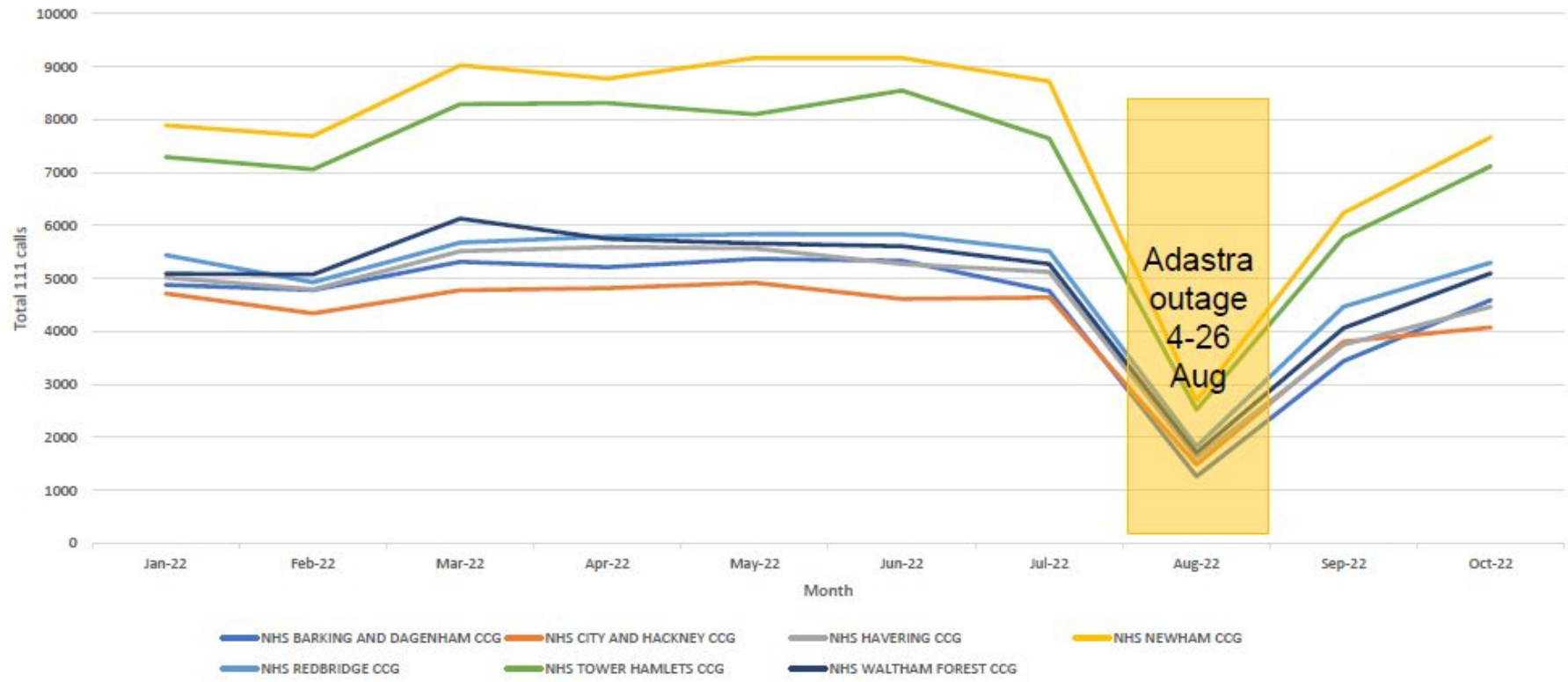
Duty Doctor

If we were to scale this up to number of calls per annum based on the 3 audit cycles in 2022/23, this equates to:

- 92,976 Duty Doctor calls from patients
- 9,100 Duty Doctor calls from professionals

Duty Doctor and impact on calls to 111

Total 111 calls by GP registered borough per month



Source: PRM data Jan 22 – Oct 22 (Adastra was down from 4 to 26 August hence low activity)

Care in other settings: Extended access

Here are some highlights in relation to the Extended Access Service for the period 1.4.2022 – 30.09.2022. (Please note this is the local service and separate to the Enhanced Access DES which also provided additional capacity)

- 16,678 appointments offered of 15-minute duration (average of 641 per week)
- 91% of these appointments were with a GP
- 89% of all appointments offered were utilised
- Any unbooked appointments offered to 111 at weekends and bank holidays

Triage

- As part of the response to the Covid pandemic NHS England instructed all practices to move to a phone first access model
- C&H has had phone first Duty Doctor service for 10+ years
- A telephone consultation with a GP doesn't mean a patient won't be brought in for a face to face (f2f). Telephone triage has multiple benefits:
 - Patients can be triaged to most appropriate clinician/service
 - It allows a GP to give longer f2f appointments to those who need them
 - It can be convenient for some patients who don't want to/need to come in
 - It can aid continuity
- Most GPs like seeing their patients f2f so telephone triage is not away not to see patients but it is about making services more efficient and effective for those who need it most!
- Some C&H practices are now operating an on-line total-triage model

Face to face

- Nearly three-quarters of GP appointments in C&H are face to face. This is the highest percentage in NEL and the second highest in London

Borough	Face-to-Face	Home			Video Conference/Online
		Visit	Telephone	Unknown	
CITY AND HACKNEY	72.50%	0.42%	27.08%	0.00%	0.00%
TOWER HAMLETS	58.16%	0.55%	41.29%	0.00%	0.00%
NEWHAM	58.92%	0.14%	40.87%	0.00%	0.06%
WALTHAM FOREST	51.19%	0.40%	47.20%	0.45%	0.77%
BARKING AND DAGENHAM	71.59%	0.27%	27.21%	0.03%	0.89%
REDBRIDGE	64.86%	0.37%	34.38%	0.26%	0.14%
HAVERING	70.04%	1.07%	27.60%	1.04%	0.25%
Grand Total	63.42%	0.44%	35.67%	0.22%	0.25%

Source of information about patient satisfaction/feedback

- There are a number of ways for patients to provide feedback
- The independent GP Patient Survey is the one most widely used by commissioners. It is an annual survey and is run by IPSOS MORI
- About half C&H practices are trialling using a feedback platform called Care Opinion
- Via social media (harvested by Healthwatch)
- Complaints (escalated complaints dealt with via NHS England)

GP Patient Survey – C&H headlines

- C&H practices do comparatively well on the GP Patient Survey
- % of patients saying their overall experience of their GP practice was good: all bar 3 C&H practices (Stamford Hill, Clapton, Allerton) higher than the NEL average; the top 5 NEL PCNs for satisfaction are all C&H PCNs
- Ease of getting through on the phone: the top 7 NEL PCNs are all C&H PCNs
- Satisfaction with appointment offered: the top 6 NEL PCNs are all C&H PCNs
- Overall experience of making an appointment: C&H 64% satisfied v 51% for NEL
- Confidence and trust in healthcare professional saw and spoken to: C&H 94% v 89% for NEL

	No of questionnaires returned	Response rate %	Overall exp of making an appt	Overall exp of GP practice	Ease of getting through to GP practice by phone	Satisfaction with appt offered	Confidence and trust in healthcare professional saw or spoken to
National	?	29	56	72	53	72	93
Clissold	462	20	66	79	70	79	93
Woodberry Wetlands	424	21	59	79	68	64	98
Springfield Park	320	17	54	61	59	69	92
Hackney Downs	686	19	71	81	74	76	94
Hackney Marshes	579	19	71	75	69	79	88
Well Street Common	497	16	59	77	64	76	93
London Fields	573	17	68	85	78	81	96
Shoreditch Park	526	17	65	80	71	77	94
C&H average	508	18	64	77	69	75	94
ICS average	?	?	51	66	50	65	89

GP PATIENT SURVEY

North East London Health and Care Partnership – City & Hackney

Latest survey results

2022 Survey

Background information about the survey

GP PATIENT SURVEY

- The GP Patient Survey (GPPS) is an **annual** England-wide survey about **patients' experiences of their GP practice** and is administered by Ipsos on behalf of NHS England.
- The survey covers a range of topics including:
 - **Your local GP services**
 - **Making an appointment**
 - **Your last appointment**
 - **Overall experience**
 - **COVID-19**
 - **Your health**
 - **When your GP practice is closed**
 - **NHS Dentistry**
 - **Some questions about you (including relevant protected characteristics and demographics)**
- The latest 2022 questionnaire including past versions, and the Technical Annex for further information about the survey can be found here: <https://gp-patient.co.uk/surveysandreports>.
- Survey considerations:
 - Sample sizes at practice level are relatively small.
 - The survey does not include qualitative data which limits the detail provided by the results.
 - The survey is conducted annually and provides a snapshot of patient experience at a given time.
- Data users are encouraged to use insight from GPPS as one element of evidence when considering patients' experiences of general practice in order to identify potential improvements and highlight best practice.

[GP](#)[Forward View.](#)

The next slide suggests ideas for how the data can be used to help to improve services.

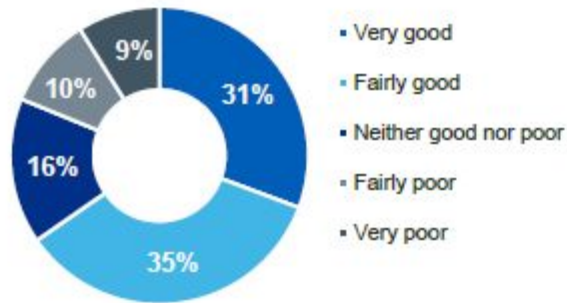
Overall experience of GP practice



GP PATIENT SURVEY

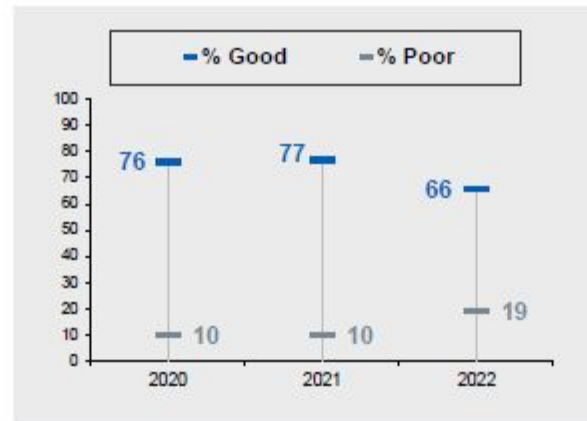
Q32. Overall, how would you describe your experience of your GP practice?

ICS result



Base: Asked of all patients: National (709,235); ICS 2022 (28,282); ICS 2021 (31,862); ICS 2020 (26,880); PCN bases range from 273 to 1,708

ICS result over time



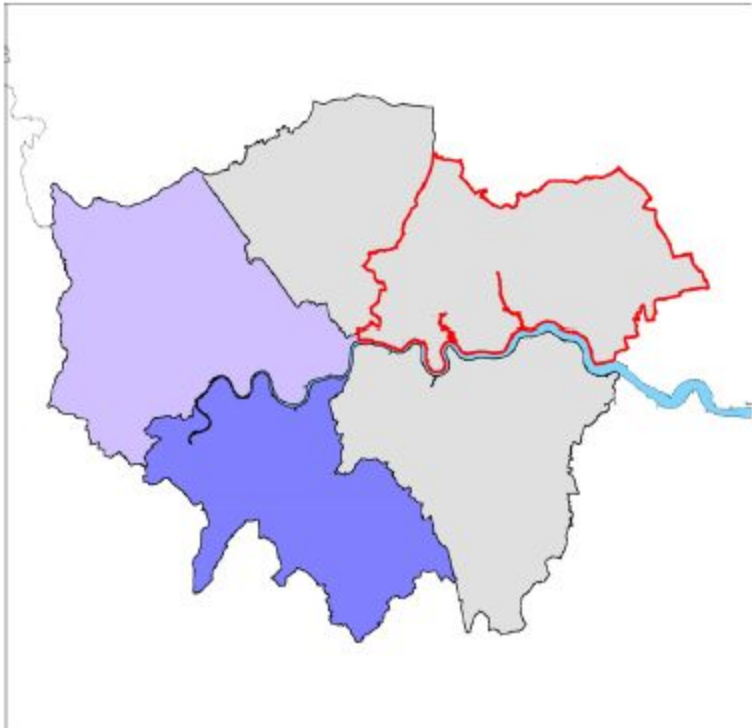
Comparison of results

ICS		National	
Good	Poor	Good	Poor
66%	19%	72%	14%

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



Q32. Overall, how would you describe your experience of your GP practice?



July 2022 Overall experience of GP practice
% Good

- 78.0 up to 80.9
- 75.0 up to 78.0
- 72.0 up to 75.0
- 70.0 up to 72.0
- 63.4 up to 70.0

Results range from
66%
 to
77%

The ICS represented by this pack is highlighted in red
 Comparisons are indicative only: differences may not be statistically significant

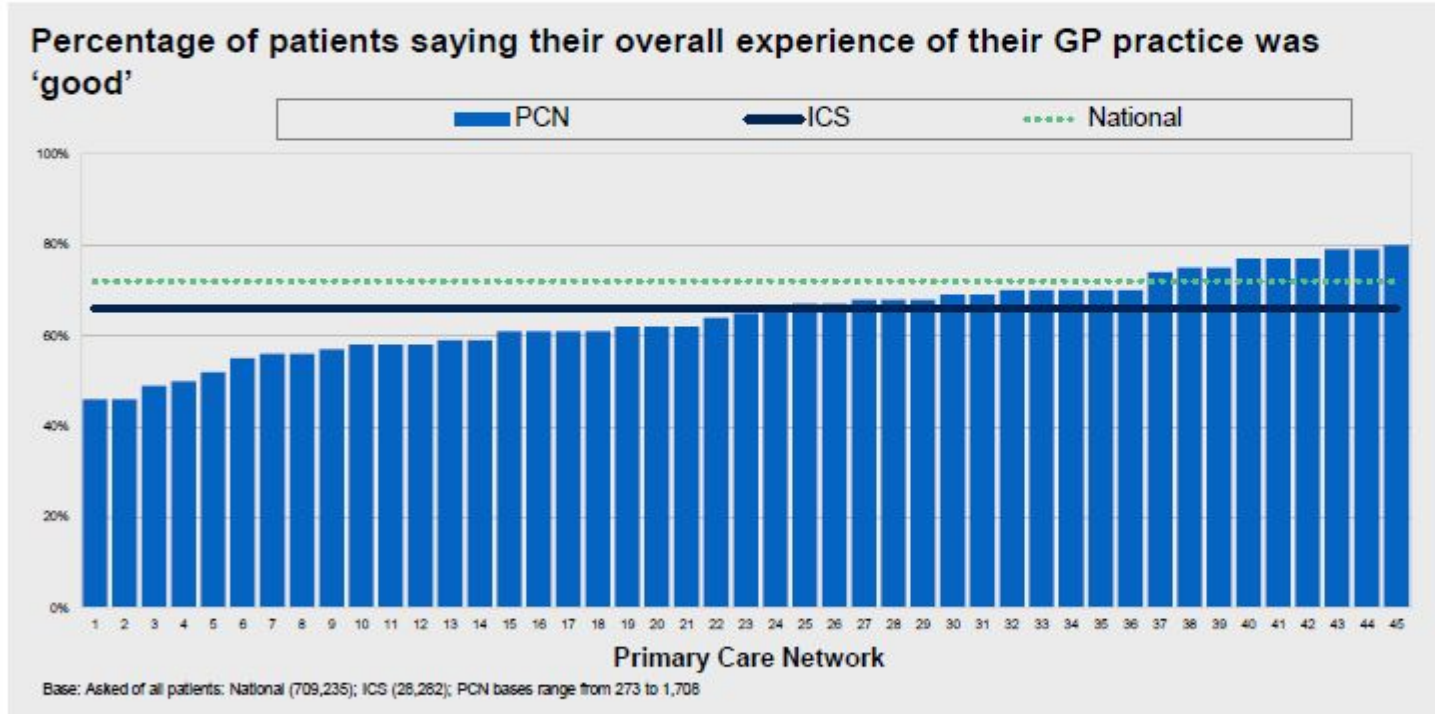
i %Good = %Very good + %Fairly good

Base: All those completing a questionnaire: ICS bases range from 6,015 to 44,352
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GP PATIENT SURVEY

Q32. Overall, how would you describe your experience of your GP practice?



PCN	Name
1	SEVEN KINGS PCN
2	BARKING & DAGENHAM NORTH WEST PCN
3	BARKING & DAGENHAM EAST PCN
4	LOXFORD PCN
5	NEW CROSS ALLIANCE PCN
6	STRATFORD PCN
7	TOWER HAMLETS NETWORK 8 PCN
8	BARKING & DAGENHAM WEST PCN
9	BARKING & DAGENHAM NEW WEST PCN
10	NEWHAM CENTRAL PCN
11	WALTHAM FOREST WALTHAMSTOW WEST PCN
12	WALTHAM FOREST LEYTON COLLABORATIVE PCN
13	TOWER HAMLETS NETWORK 2 PCN
14	BARKING & DAGENHAM NORTH PCN
15	BARKING & DAGENHAM EAST ONE PCN
16	TOWER NETWORK PCN
17	CRANBROOK PCN
18	SPRINGFIELD PARK PCN
19	TOWER HAMLETS NETWORK 6 PCN
20	TOWER HAMLETS NETWORK 7 PCN
21	WALTHAM FOREST INTEGRATED HEALTH PCN
22	WALTHAM FOREST WALTHAMSTOW CENTRAL PCN
23	SOUTH ONE NEWHAM PCN
24	NEWHAM NORTH WEST 2 PCN
25	HAVERING NORTH PCN
26	NEWHAM CENTRAL 1 PCN
27	FAIRLOP PCN
28	HAVERING MARSHALL PCN
29	WALTHAM FOREST 8 PCN
30	NEWHAM NORTH EAST 2 PCN
31	WALTHAM FOREST SOUTH LEYTONSTONE PCN
32	HAVERING CREST PCN
33	NEWHAM NORTH EAST 1 PCN
34	TOWER HAMLETS NETWORK 1 PCN
35	DOCKLANDS PCN
36	TOWER HAMLETS NETWORK 5 PCN
37	NORTH NEWHAM PCN
38	HAVERING SOUTH PCN
39	HACKNEY MARSHES PCN
40	E4 NETWORK PCN
41	WELL STREET COMMON PCN
42	WANSTEAD AND WOODFORD PCN
43	WOODBERRY WETLANDS PCN
44	CLISSOLD PARK PCN
45	SHOREDITCH PARK PCN

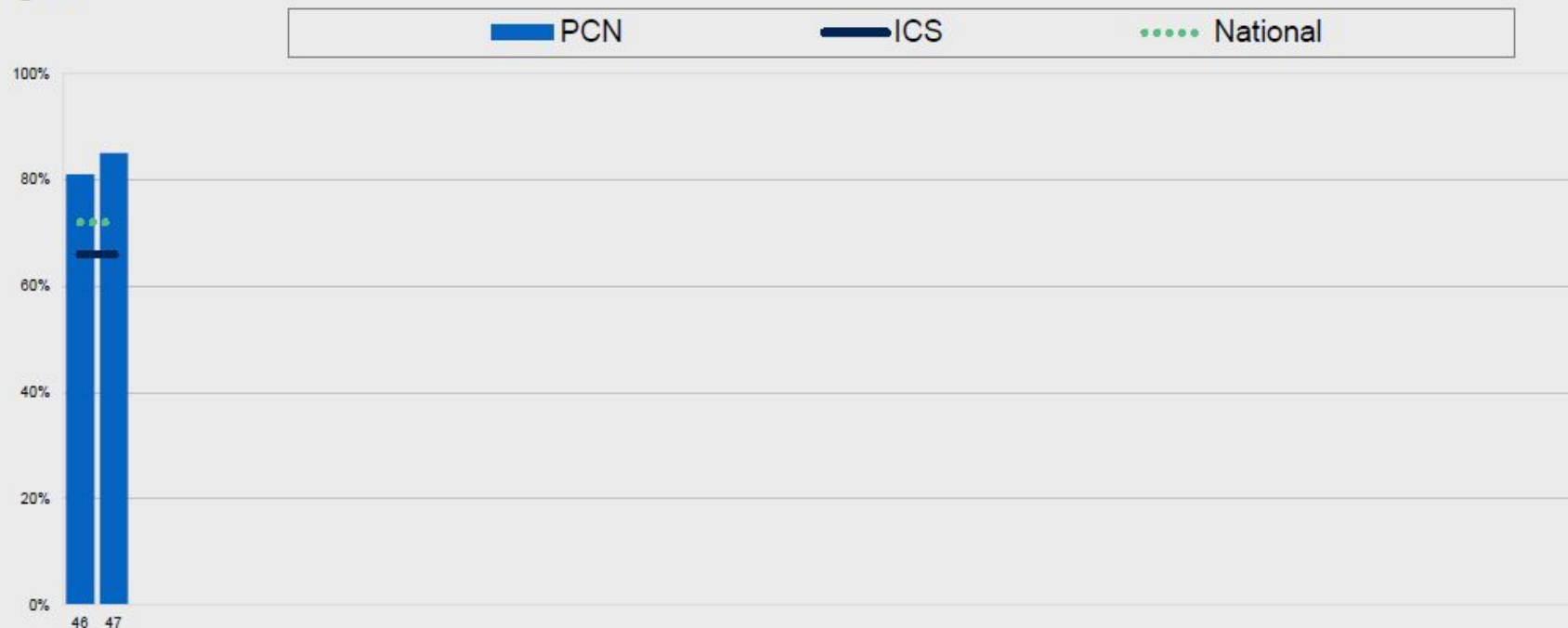
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i %Good = %Very good + %Fairly good
6 © Ipsos | GP Patient Survey 2022 ICS Slidepacks | Version 1 | Public



Overall experience: how the PCNs within the ICS compare

Q32. Overall, how would you describe your experience of your GP practice?

Percentage of patients saying their overall experience of their GP practice was 'good'



Primary Care Network

Base: Asked of all patients: National (709,235); ICS (28,282); PCN bases range from 273 to 1,708

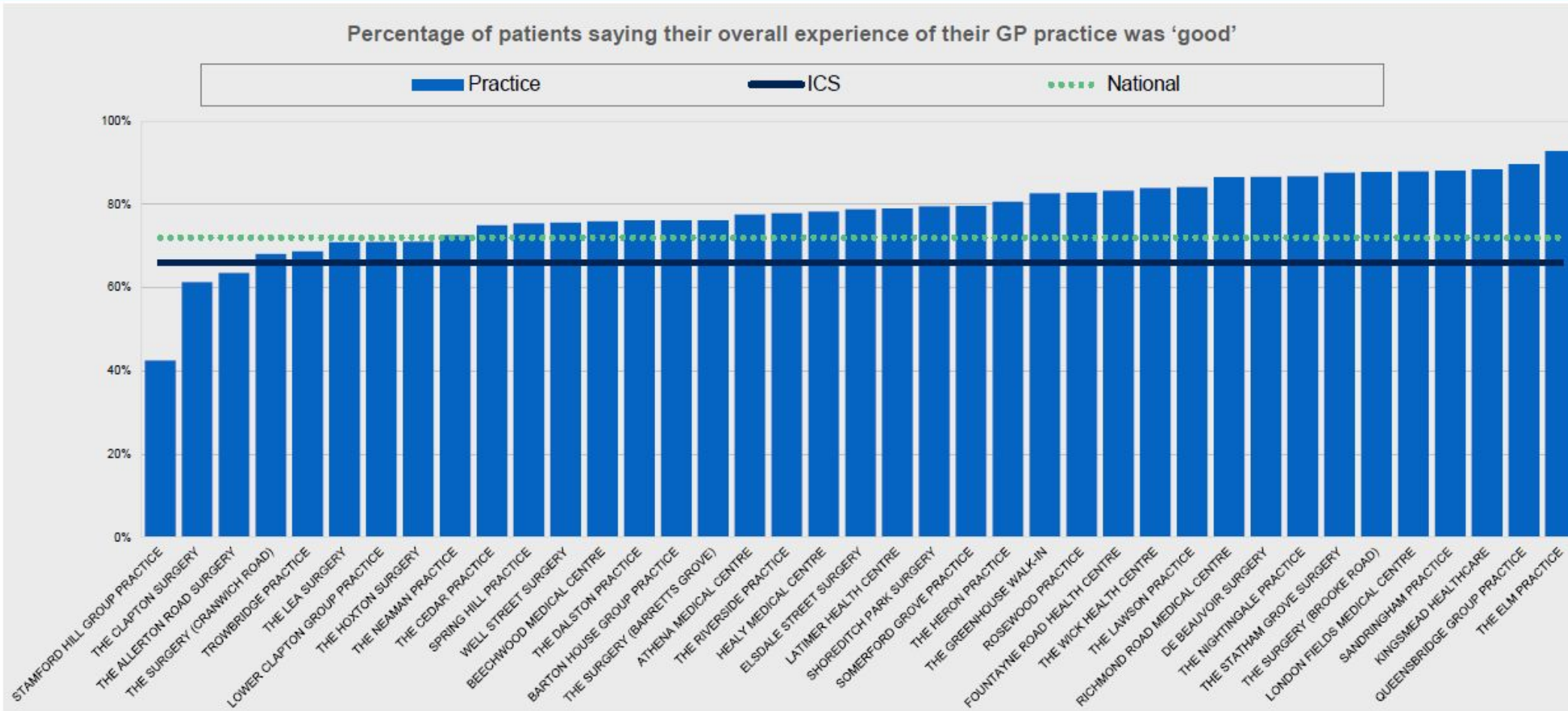
PCN	Name
46	HACKNEY DOWNS PCN
47	LONDON FIELDS PCN

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i %Good = %Very good + %Fairly good

Overall experience: how the Practices within City & Hackney compare

Q32. Overall, how would you describe your experience of your GP practice?



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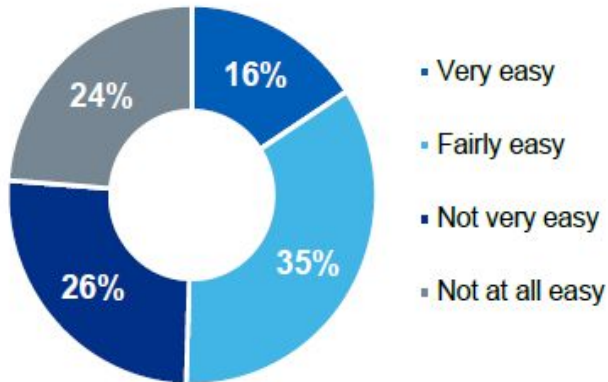
Local GP Services



Ease of getting through to GP practice on the phone

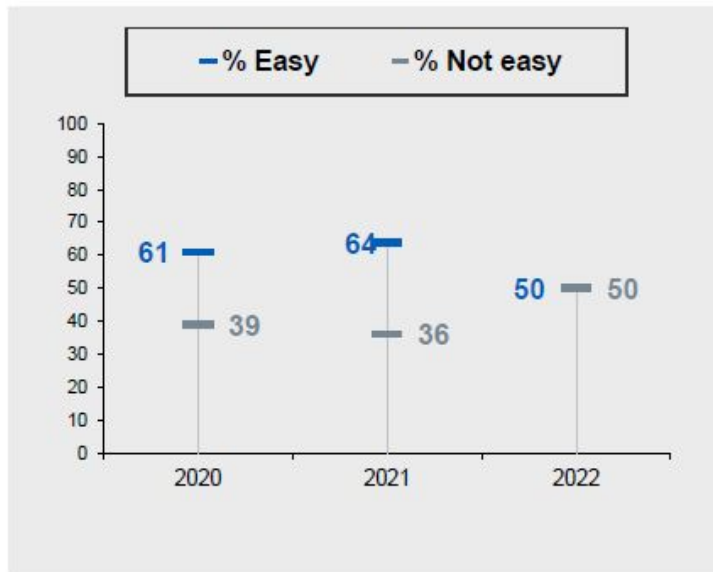
Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

ICS result



Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (687,159); ICS 2022 (27,502); ICS 2021 (30,970); ICS 2020 (26,492); PCN bases range from 265 to 1,672

ICS result over time



Comparison of results

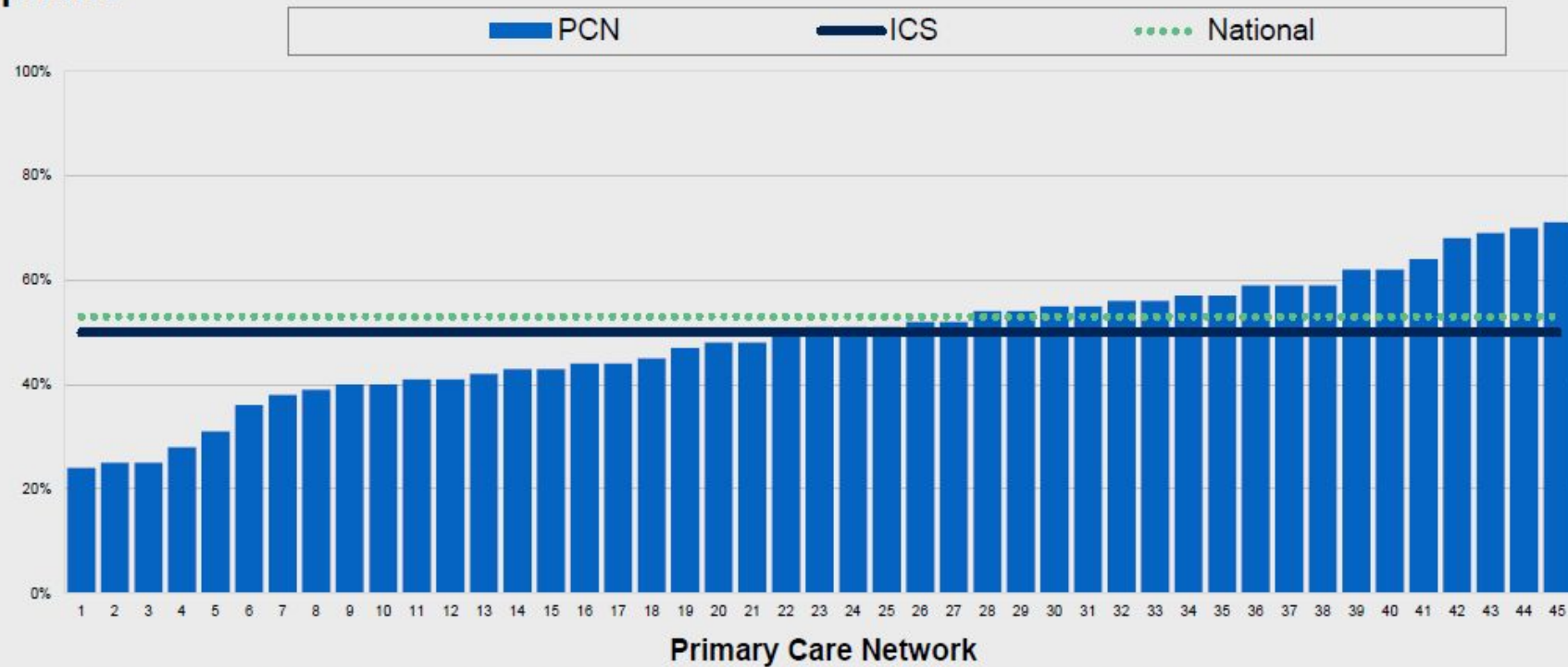
ICS		National	
Easy	Not easy	Easy	Not easy
50%	50%	53%	47%

i %Easy = %Very easy + %Fairly easy
 %Not easy = %Not very easy + %Not at all easy

Ease of getting through to GP practice on the phone: how the PCNs within the ICS compare

Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

Percentage of patients saying it is 'easy' to get through to someone on the phone



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Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (687,159); ICS (27,502); PCN bases range from 265 to 1,672

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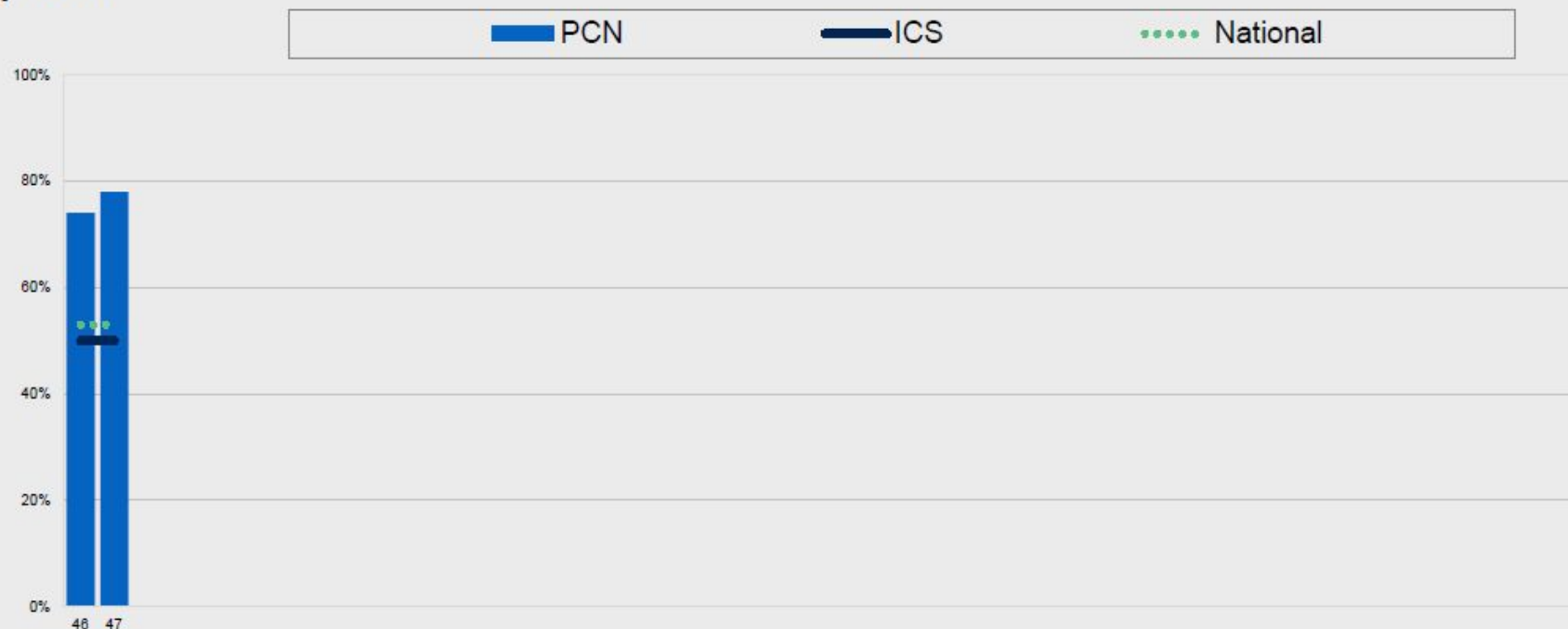
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Ease of getting through to GP practice on the phone: how the PCNs within the ICS compare

Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

Percentage of patients saying it is 'easy' to get through to someone on the phone



PCN	Name
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47	LONDON FIELDS PCN

Primary Care Network

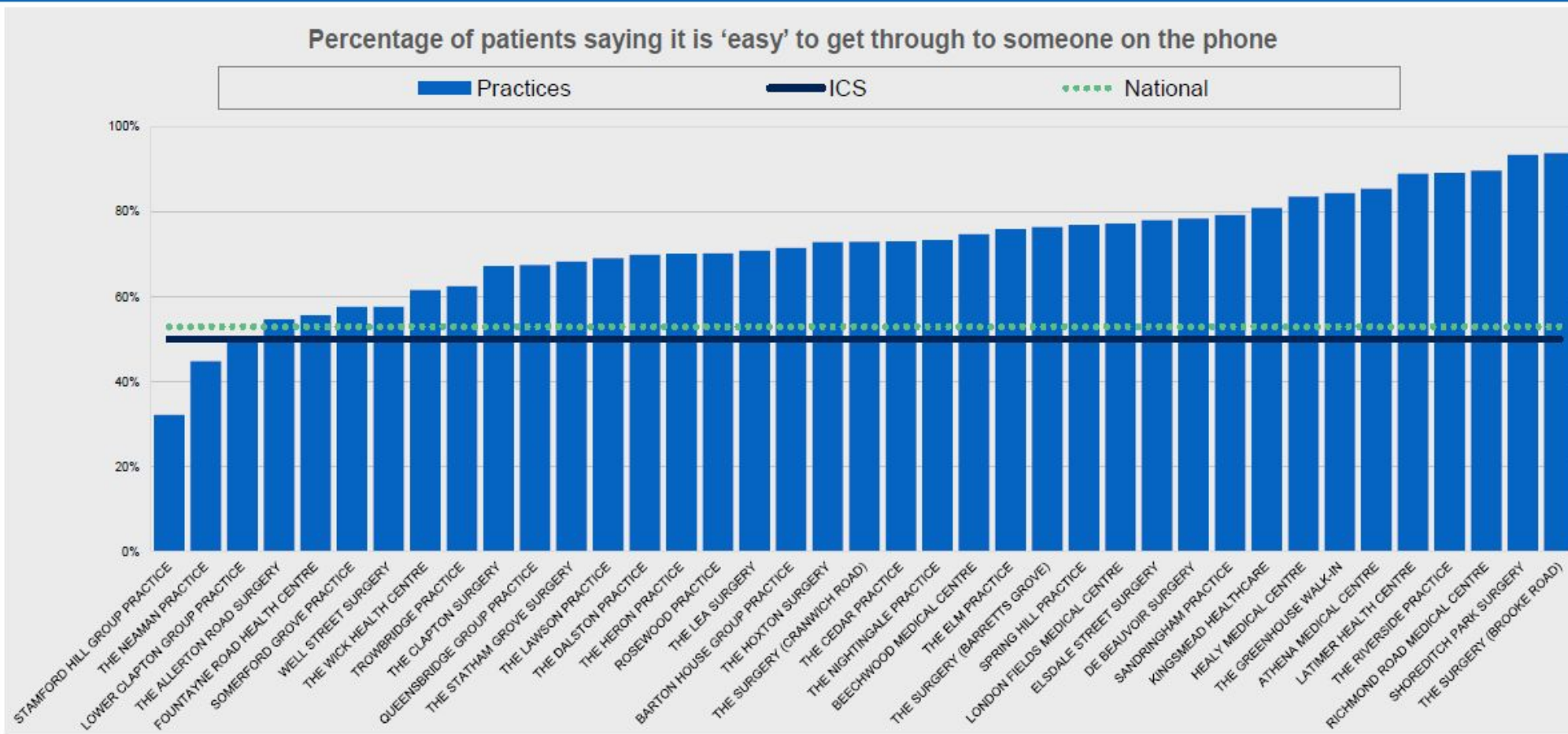
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Ease of getting through to GP practice on the phone: how the practices within C&H compare

Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?



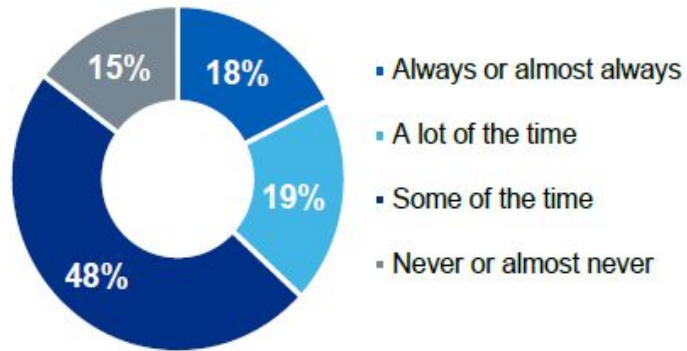
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i %Easy = %Very easy + %Fairly easy

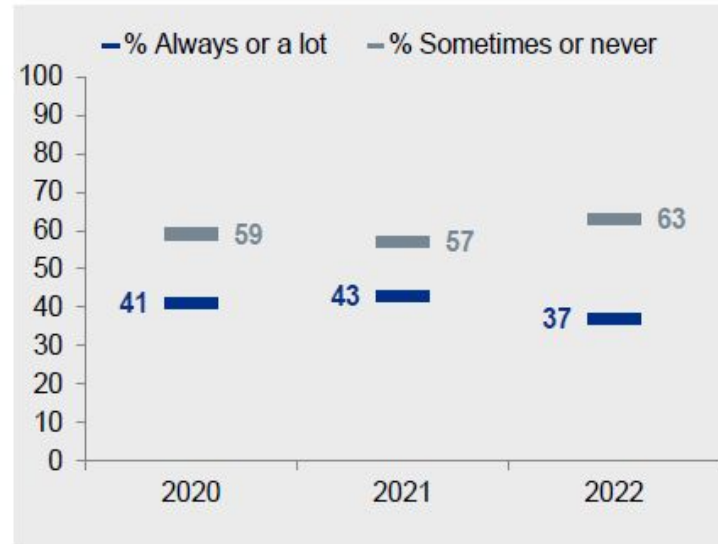
Speaking to preferred GP when you would like to

Q8. How often to you see or speak to your preferred GP when you would like to?

ICS result



ICS result over time



Comparison of results

ICS		National	
Always or a lot	Sometimes or never	Always or a lot	Sometimes or never
37%	63%	38%	62%

PCN range within ICS – % Always or a lot

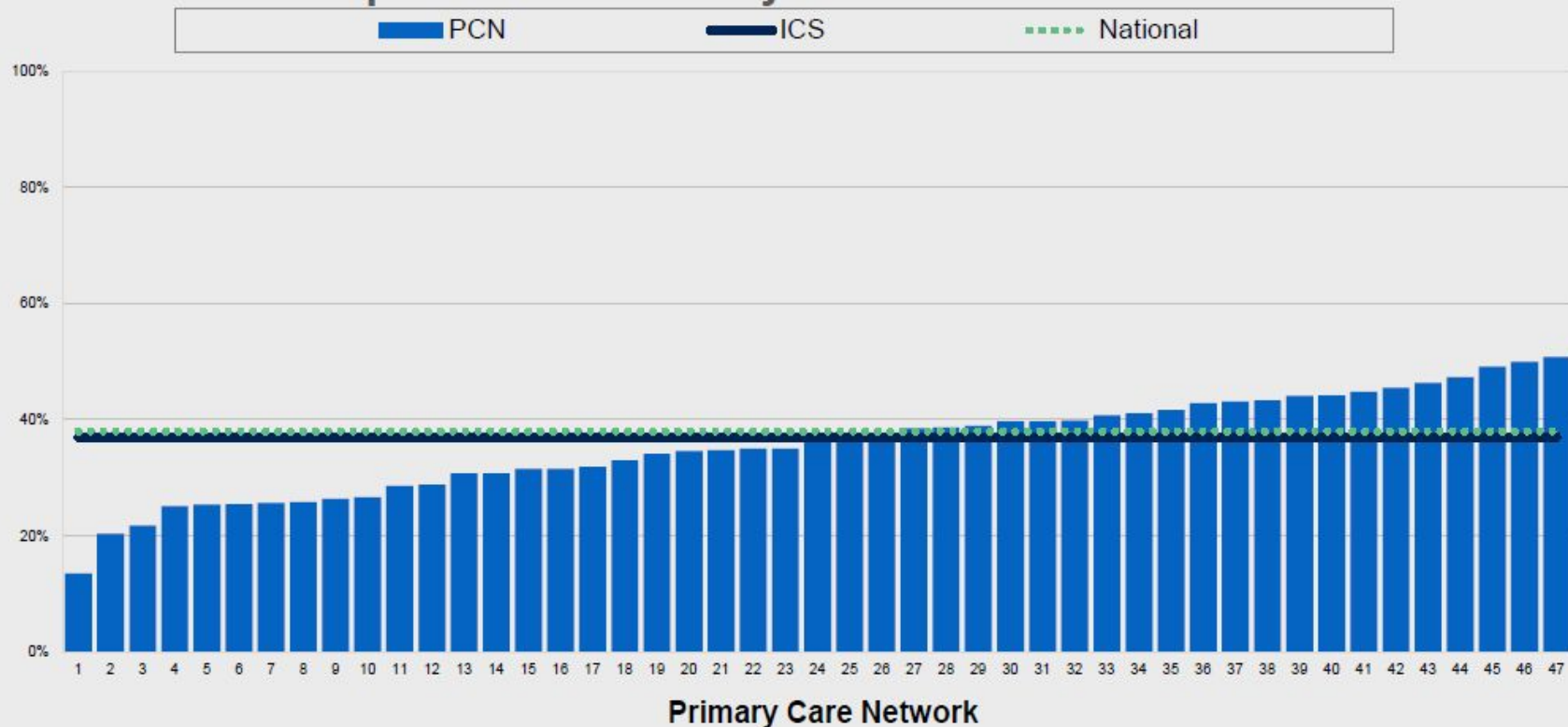


Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (105,703); ICS 2022 (11,136); ICS 2021 (13,429); ICS 2020 (12,283); PCN bases range from 127 to 499

Speaking to preferred GP: how the PCNs within the ICS compare

Q8. How often to you see or speak to your preferred GP when you would like to?

Percentage of patients saying they saw or spoke to their preferred GP always of a lot of the time

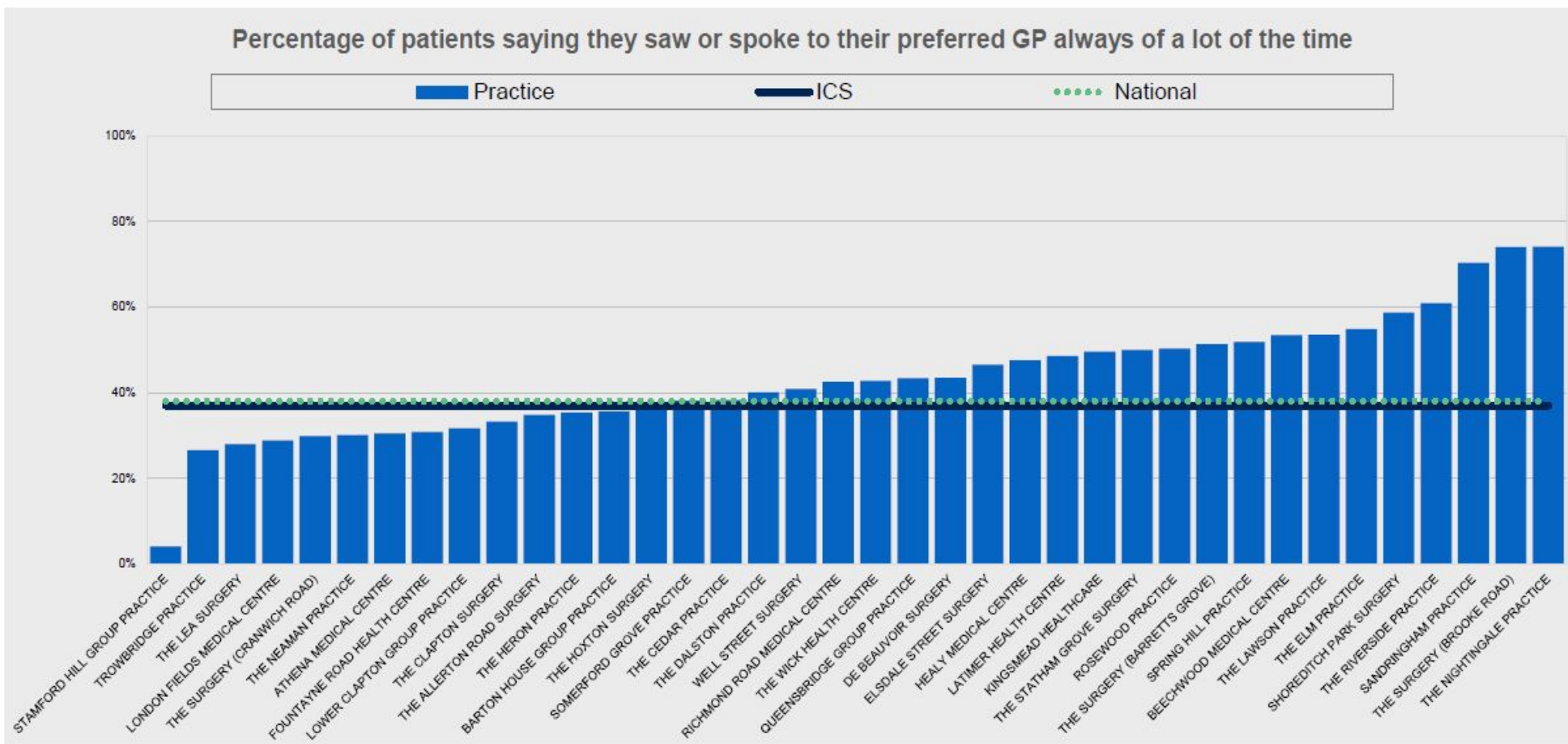


PCN	Name
1	NEW CROSS ALLIANCE PCN
2	BARKING & DAGENHAM NORTH WEST PCN
3	LOXFORD PCN
4	BARKING & DAGENHAM WEST PCN
5	BARKING & DAGENHAM EAST PCN
6	STRATFORD PCN
7	TOWER HAMLETS NETWORK 6 PCN
8	BARKING & DAGENHAM NEW WEST PCN
9	WALTHAM FOREST LEYTON COLLABORATIVE PCN
10	NEWHAM CENTRAL PCN
11	NEWHAM NORTH WEST 2 PCN
12	SPRINGFIELD PARK PCN
13	TOWER HAMLETS NETWORK 8 PCN
14	WALTHAM FOREST WALTHAMSTOW CENTRAL PCN
15	SOUTH ONE NEWHAM PCN
16	WALTHAM FOREST INTEGRATED HEALTH PCN
17	TOWER NETWORK PCN
18	SEVEN KINGS PCN
19	BARKING & DAGENHAM NORTH PCN
20	DOCKLANDS PCN
21	TOWER HAMLETS NETWORK 7 PCN
22	BARKING & DAGENHAM EAST ONE PCN
23	NEWHAM NORTH EAST 2 PCN
24	TOWER HAMLETS NETWORK 1 PCN
25	CRANBROOK PCN
26	HACKNEY MARSHES PCN
27	HAVERING MARSHALL PCN
28	NEWHAM NORTH EAST 1 PCN
29	E4 NETWORK PCN
30	WALTHAM FOREST WALTHAMSTOW WEST PCN
31	NEWHAM CENTRAL 1 PCN
32	WOODBERRY WETLANDS PCN
33	WALTHAM FOREST SOUTH LEYTONSTONE PCN
34	WELL STREET COMMON PCN
35	TOWER HAMLETS NETWORK 2 PCN
36	WALTHAM FOREST 8 PCN
37	FAIRLOP PCN
38	LONDON FIELDS PCN
39	HAVERING CREST PCN
40	TOWER HAMLETS NETWORK 5 PCN
41	CLISSOLD PARK PCN
42	WANSTEAD AND WOODFORD PCN
43	NORTH NEWHAM PCN
44	SHOREDITCH PARK PCN
45	HAVERING NORTH PCN
46	HAVERING SOUTH PCN
47	HACKNEY DOWNS PCN

i Comparisons are indicative only: differences may not be statistically significant

Speaking to preferred GP: how the practices within C&H compare

Q8. How often to you see or speak to your preferred GP when you would like to?



i Comparisons are indicative only: differences may not be statistically significant

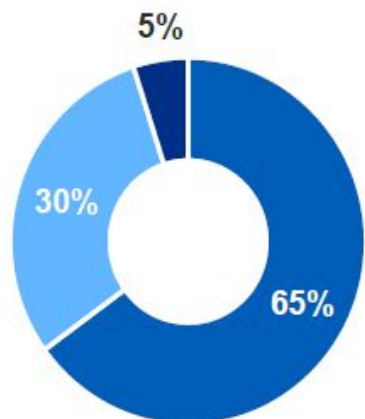
Making an appointment



Satisfaction with appointment offered

Q16. Were you satisfied with the appointment (or appointments) you were offered?¹

ICS result



- Yes, and I accepted an appointment
- No, but I still took an appointment
- No, and I did not take an appointment

Comparison of results

ICS			National		
Yes, took appt	No, took appt	No, didn't take appt	Yes, took appt	No, took appt	No, didn't take appt
65%	30%	5%	72%	24%	4%

PCN range within ICS – % Yes



¹Excluding those who said 'I was not offered an appointment' (13%)

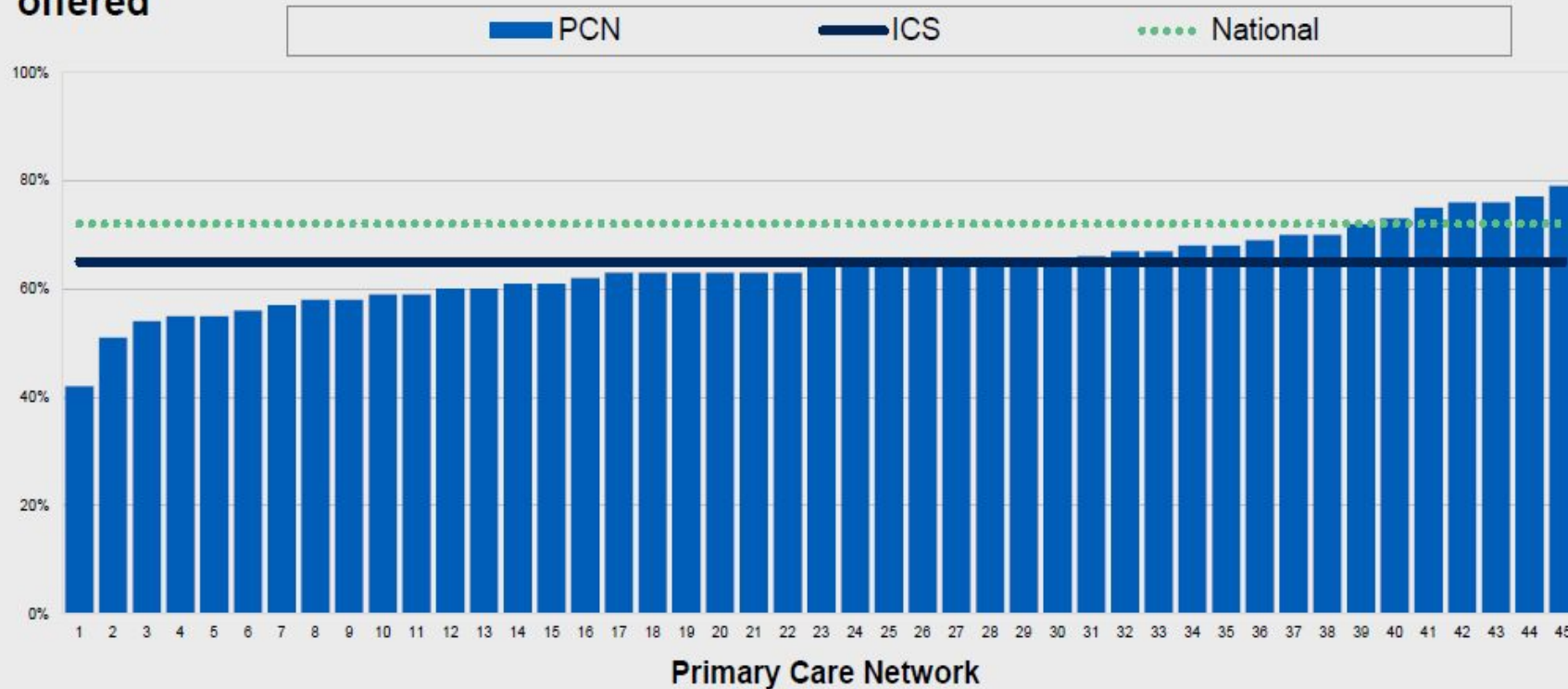
Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I was not offered an appointment' have been excluded: National (594,163); ICS 2022 (23,319); PCN bases range from 210 to 1,445

i %Yes = %Yes, and I accepted an appointment

Satisfaction with appointment offered: how the PCNs within the ICS compare

Q16. Were you satisfied with the appointment (or appointments) you were offered?

Percentage of patients saying 'yes' they were satisfied with the appointment offered



PCN	Name
1	BARKING & DAGENHAM EAST PCN
2	SEVEN KINGS PCN
3	BARKING & DAGENHAM NEW WEST PCN
4	NEW CROSS ALLIANCE PCN
5	BARKING & DAGENHAM NORTH WEST PCN
6	LOXFORD PCN
7	STRATFORD PCN
8	TOWER HAMLETS NETWORK 8 PCN
9	NEWHAM CENTRAL PCN
10	BARKING & DAGENHAM WEST PCN
11	TOWER HAMLETS NETWORK 2 PCN
12	BARKING & DAGENHAM EAST ONE PCN
13	BARKING & DAGENHAM NORTH PCN
14	WALTHAM FOREST WALTHAMSTOW WEST PCN
15	WALTHAM FOREST INTEGRATED HEALTH PCN
16	HAVERING NORTH PCN
17	SOUTH ONE NEWHAM PCN
18	NEWHAM NORTH EAST 1 PCN
19	CRANBROOK PCN
20	TOWER HAMLETS NETWORK 7 PCN
21	WALTHAM FOREST LEYTON COLLABORATIVE PCN
22	WALTHAM FOREST WALTHAMSTOW CENTRAL PCN
23	TOWER HAMLETS NETWORK 6 PCN
24	TOWER NETWORK PCN
25	WOODBERRY WETLANDS PCN
26	HAVERING MARSHALL PCN
27	NEWHAM CENTRAL 1 PCN
28	HAVERING SOUTH PCN
29	NEWHAM NORTH EAST 2 PCN
30	NEWHAM NORTH WEST 2 PCN
31	WALTHAM FOREST 8 PCN
32	WALTHAM FOREST SOUTH LEYTONSTONE PCN
33	TOWER HAMLETS NETWORK 1 PCN
34	FAIRLOP PCN
35	DOCKLANDS PCN
36	SPRINGFIELD PARK PCN
37	HAVERING CREST PCN
38	NORTH NEWHAM PCN
39	E4 NETWORK PCN
40	TOWER HAMLETS NETWORK 5 PCN
41	WANSTEAD AND WOODFORD PCN
42	HACKNEY DOWNS PCN
43	WELL STREET COMMON PCN
44	SHOREDITCH PARK PCN
45	HACKNEY MARSHES PCN

Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I was not offered an appointment' have been excluded: National (594,163); ICS 2022 (23,319); PCN bases range from 210 to 1,445

i Comparisons are indicative only: differences may not be statistically significant

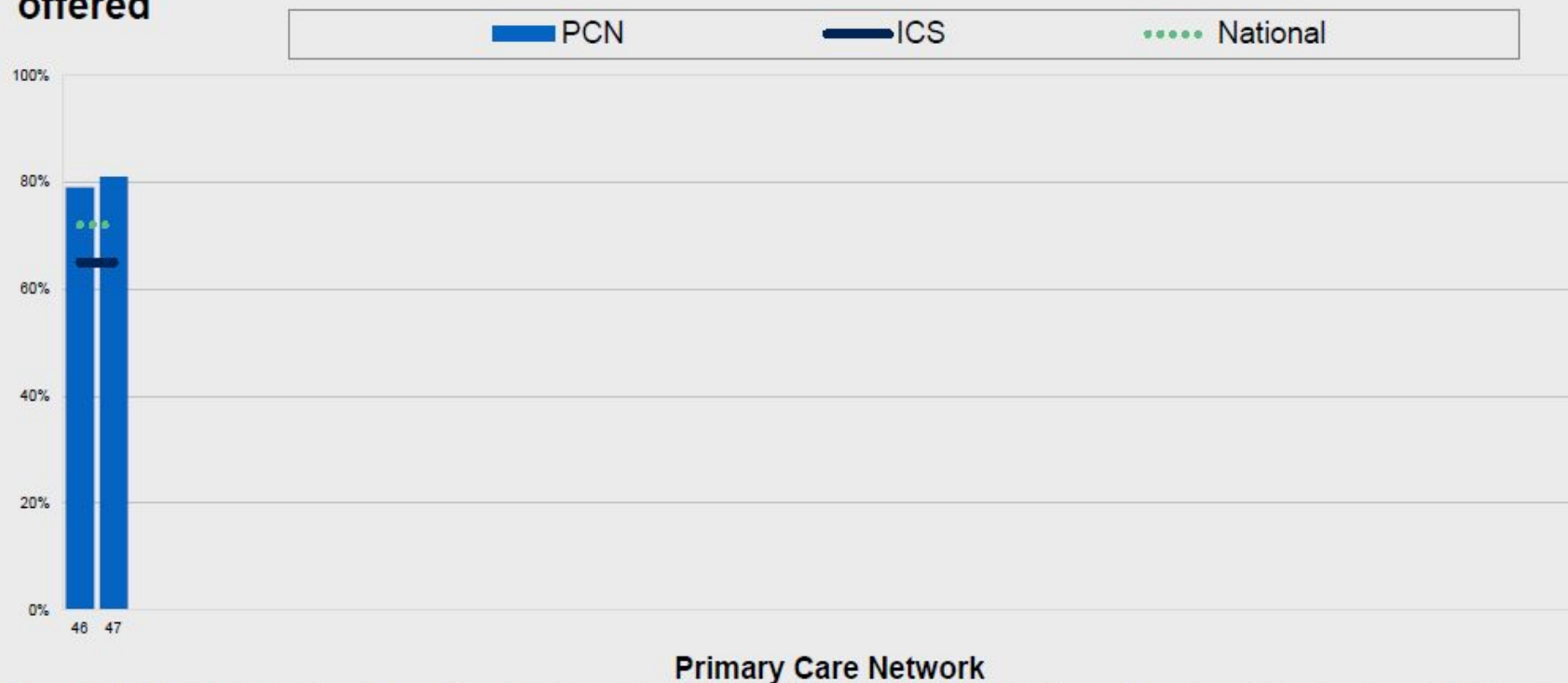
i %Yes = %Yes, and I accepted an appointment



Satisfaction with appointment offered: how the PCNs within the ICS compare

Q16. Were you satisfied with the appointment (or appointments) you were offered?

Percentage of patients saying 'yes' they were satisfied with the appointment offered



PCN	Name
46	CLISSOLD PARK PCN
47	LONDON FIELDS PCN

Primary Care Network

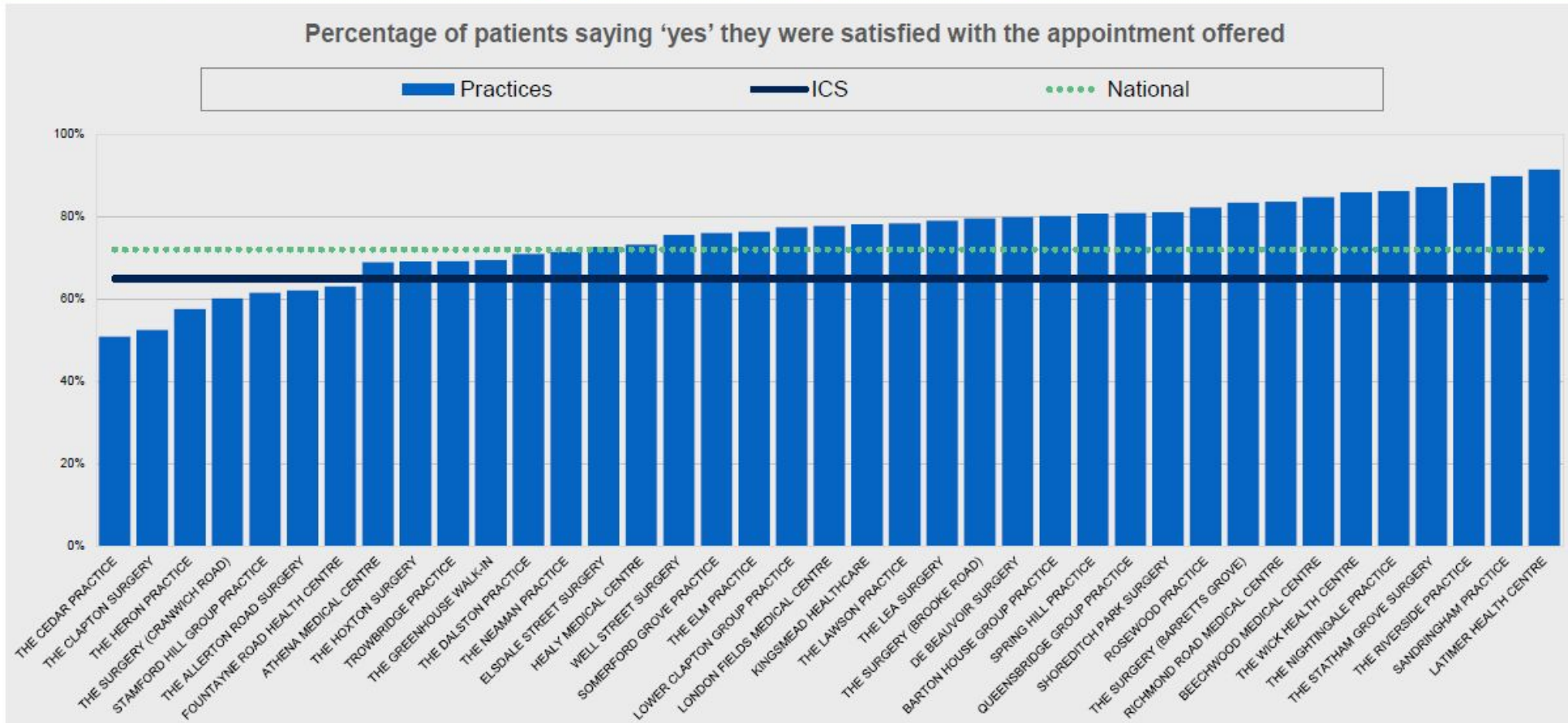
Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I was not offered an appointment' have been excluded: National (594,163); ICS 2022 (23,319); PCN bases range from 210 to 1,445

i Comparisons are indicative only: differences may not be statistically significant

i %Yes = %Yes, and I accepted an appointment

Satisfaction with appointment offered: how the practices within C&H compare

Q16. Were you satisfied with the appointment (or appointments) you were offered?



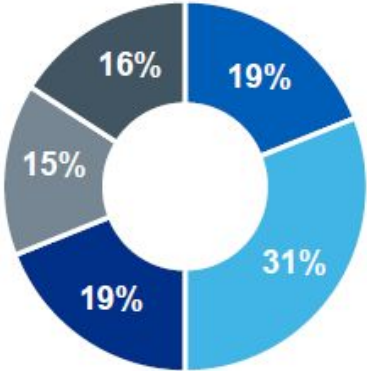
i Comparisons are indicative only: differences may not be statistically significant

i %Yes = %Yes, and I accepted an appointment

Overall experience of making an appointment

Q21. Overall, how would you describe your experience of making an appointment?

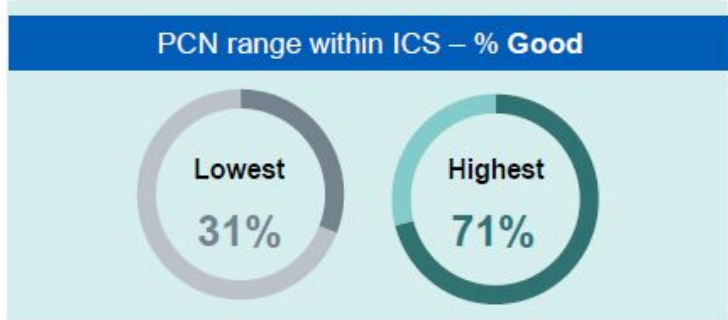
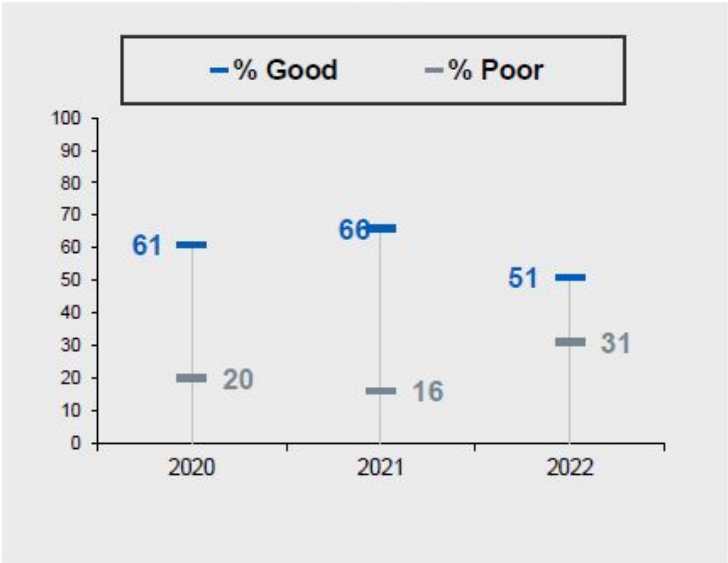
ICS result



- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

Base: Asked of patients who have tried to make an appointment since being registered with current GP practice: National (667,699); ICS 2022 (26,583); ICS 2021 (29,425); ICS 2020 (25,348); PCN bases range from 253 to 1,588

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
51%	31%	56%	26%

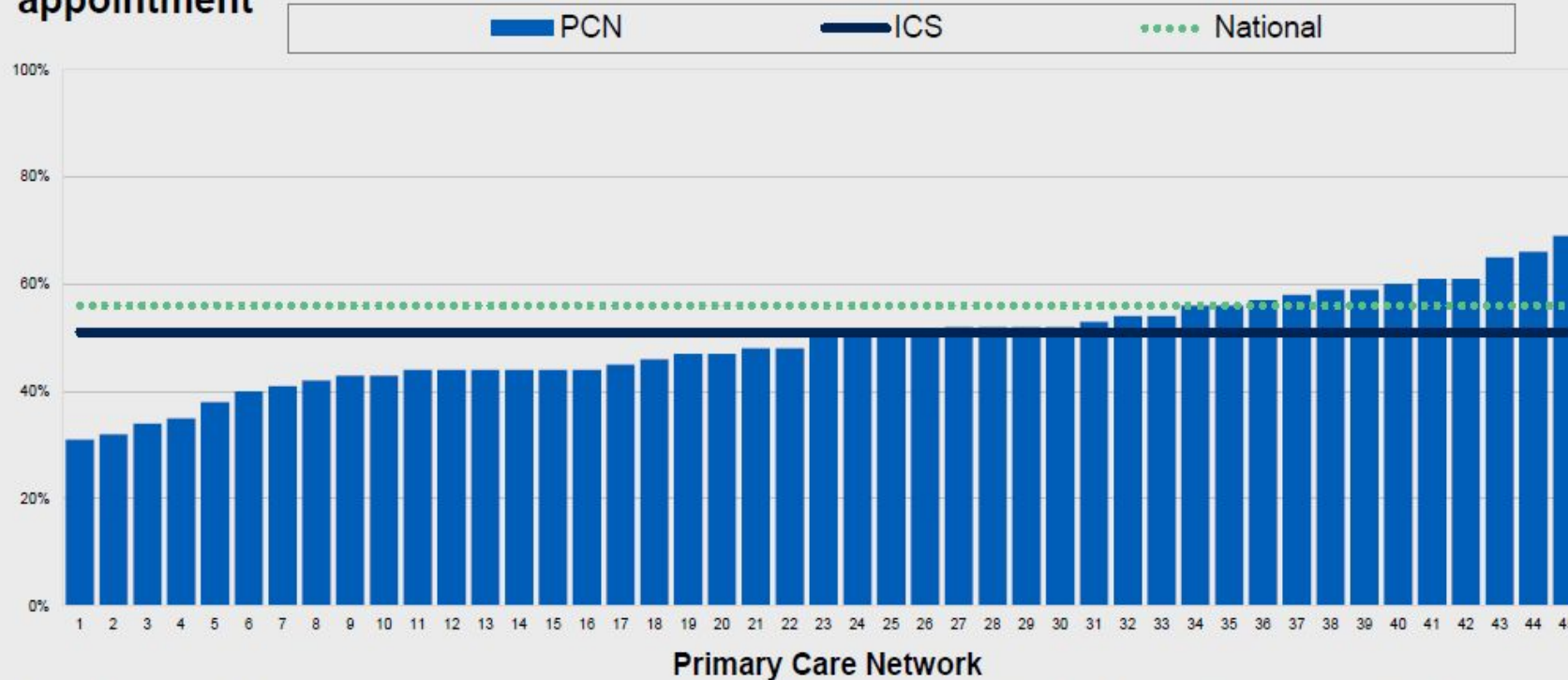
i %Good = %Very good + %Fairly good
 %Poor = %Very poor + %Fairly poor



Overall experience of making an appointment: how the PCNs within the ICS compare

Q21. Overall, how would you describe your experience of making an appointment?

Percentage of patients saying they had a 'good' experience of making an appointment



PCN	Name
1	BARKING & DAGENHAM NORTH WEST PCN
2	BARKING & DAGENHAM EAST PCN
3	SEVEN KINGS PCN
4	NEW CROSS ALLIANCE PCN
5	LOXFORD PCN
6	TOWER HAMLETS NETWORK 8 PCN
7	BARKING & DAGENHAM NEW WEST PCN
8	NEWHAM CENTRAL PCN
9	BARKING & DAGENHAM NORTH PCN
10	WALTHAM FOREST INTEGRATED HEALTH PCN
11	BARKING & DAGENHAM WEST PCN
12	CRANBROOK PCN
13	TOWER HAMLETS NETWORK 2 PCN
14	STRATFORD PCN
15	WALTHAM FOREST LEYTON COLLABORATIVE PCN
16	WALTHAM FOREST WALTHAMSTOW CENTRAL PCN
17	TOWER NETWORK PCN
18	BARKING & DAGENHAM EAST ONE PCN
19	TOWER HAMLETS NETWORK 6 PCN
20	TOWER HAMLETS NETWORK 7 PCN
21	SOUTH ONE NEWHAM PCN
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23	WALTHAM FOREST WALTHAMSTOW WEST PCN
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27	HAVERING CREST PCN
28	NEWHAM NORTH EAST 1 PCN
29	DOCKLANDS PCN
30	NEWHAM NORTH WEST 2 PCN
31	HAVERING NORTH PCN
32	NORTH NEWHAM PCN
33	SPRINGFIELD PARK PCN
34	TOWER HAMLETS NETWORK 1 PCN
35	TOWER HAMLETS NETWORK 5 PCN
36	HAVERING SOUTH PCN
37	NEWHAM NORTH EAST 2 PCN
38	WOODBERRY WETLANDS PCN
39	WELL STREET COMMON PCN
40	WALTHAM FOREST SOUTH LEYTONSTONE PCN
41	E4 NETWORK PCN
42	WANSTEAD AND WOODFORD PCN
43	SHOREDITCH PARK PCN
44	CLISSOLD PARK PCN
45	LONDON FIELDS PCN

Base: Asked of patients who have tried to make an appointment since being registered with current GP practice: National (667,699); ICS 2022 (26,583); PCN bases range from 253 to 1,588

i Comparisons are indicative only: differences may not be statistically significant

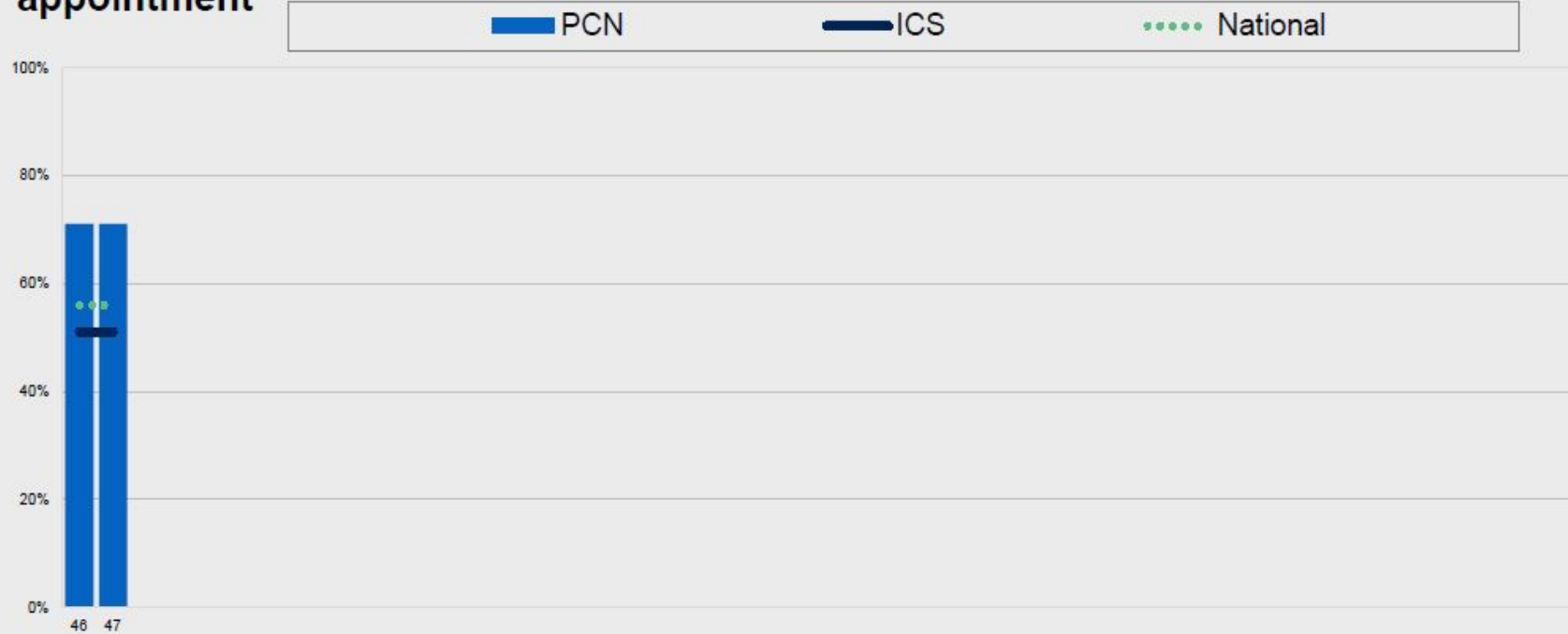
i %Good = %Very good + %Fairly good



Overall experience of making an appointment: how the PCNs within the ICS compare

Q21. Overall, how would you describe your experience of making an appointment?

Percentage of patients saying they had a 'good' experience of making an appointment



PCN	Name
46	HACKNEY MARSHES PCN
47	HACKNEY DOWNS PCN

Primary Care Network

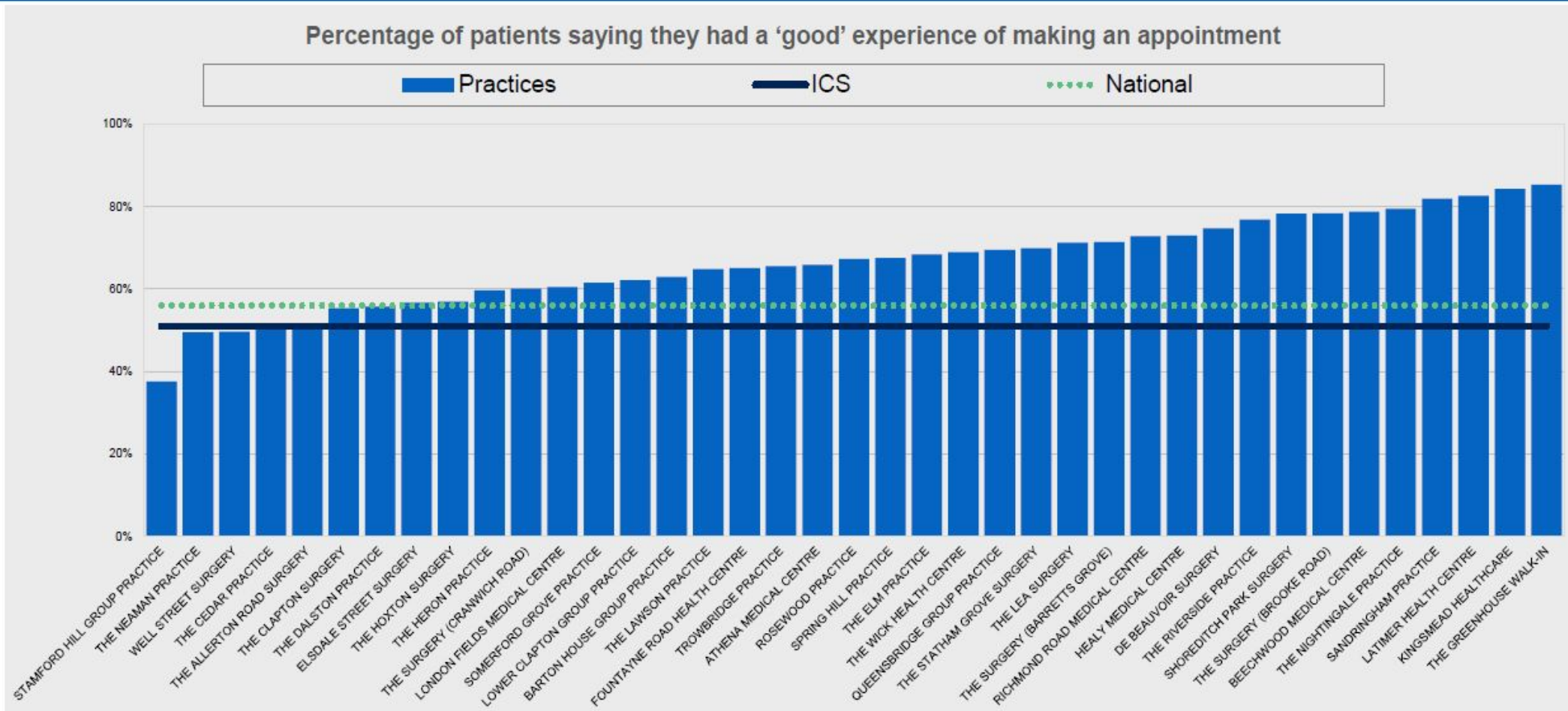
Base: Asked of patients who have tried to make an appointment since being registered with current GP practice: National (667,699); ICS 2022 (26,583); PCN bases range from 253 to 1,588

i Comparisons are indicative only: differences may not be statistically significant

i %Good = %Very good + %Fairly good

Overall experience of making an appointment: how the practices within C&H compare

Q21. Overall, how would you describe your experience of making an appointment?



i Comparisons are indicative only: differences may not be statistically significant

i %Good = %Very good + %Fairly good

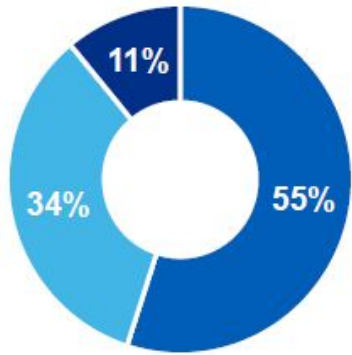
Perceptions of care at patients' last appointment



Perceptions of care at patients' last appointment with a healthcare professional

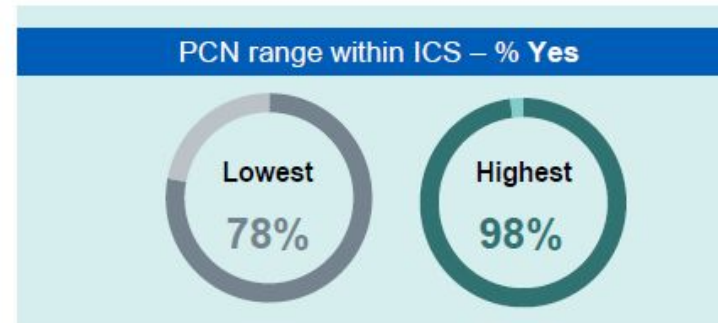
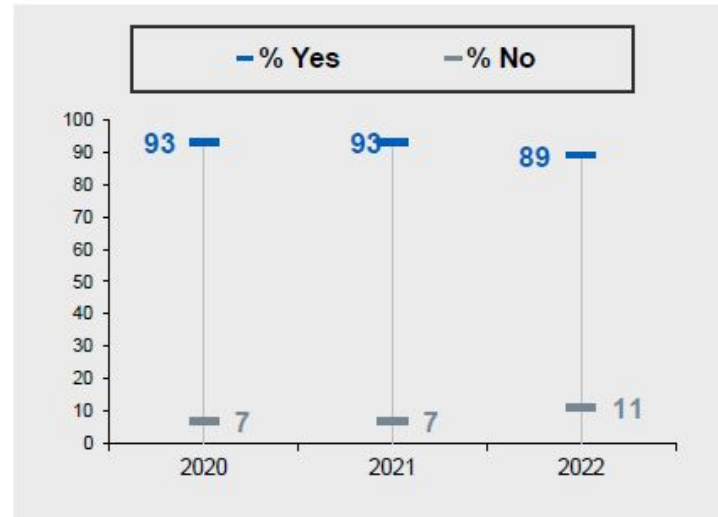
Q30. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

ICS result



- Yes, definitely
- Yes, to some extent
- No, not at all

ICS result over time



Comparison of results

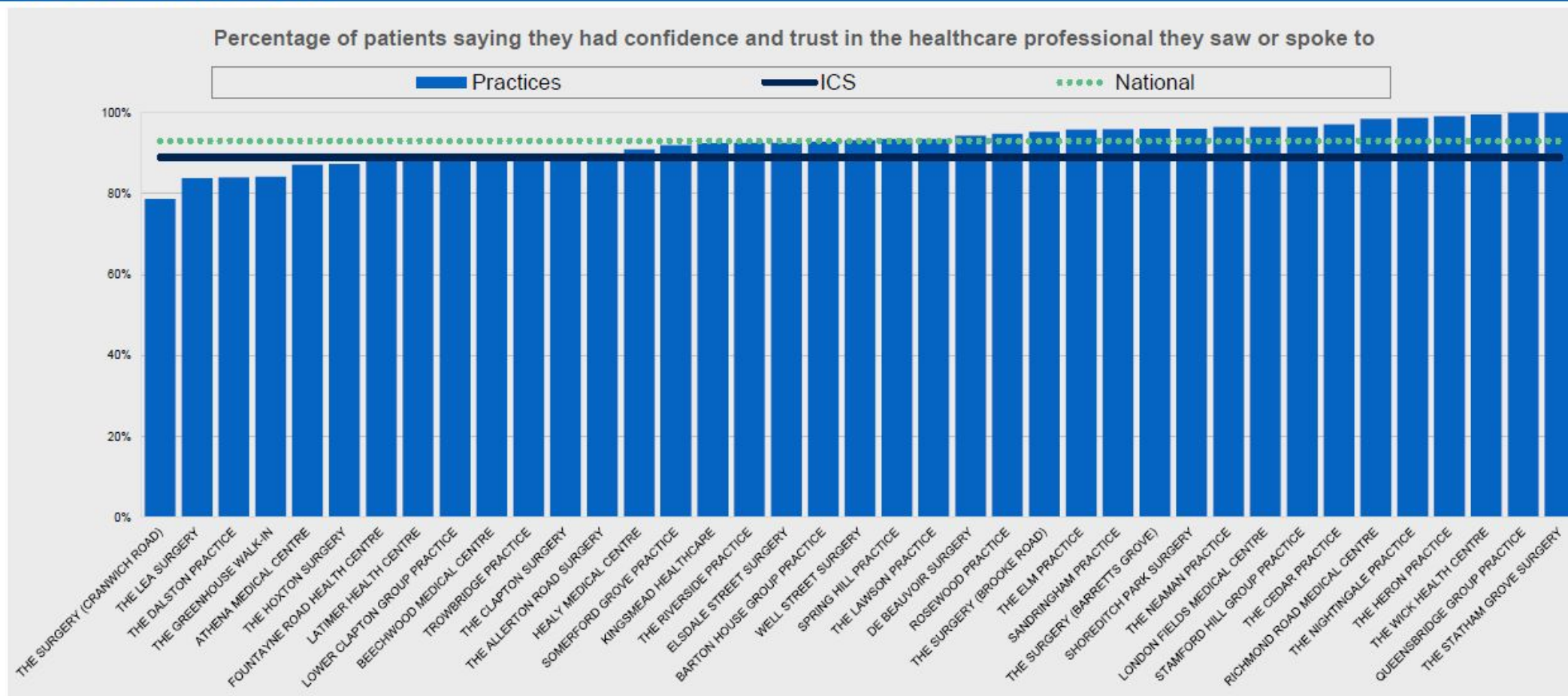
ICS		National	
Yes	No	Yes	No
89%	11%	93%	7%

i %Yes = %Yes, definitely + %Yes, to some extent

Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Don't know / doesn't apply' have been excluded: National (650,855); ICS 2022 (25,189); ICS 2021 (28,211); ICS 2020 (24,588); PCN bases range from 250 to 1,565

Perceptions of care at patients' last appointment with a healthcare professional

Q30. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?



i Comparisons are indicative only: differences may not be statistically significant

i %Good = %Very good + %Fairly good

Confed-led training for practice staff in last 6 months

- During the last half of 2022 the Confed ran 6 x 1hr hour virtual sessions over lunchtime on conflict resolution/role play to help admin staff with tense/difficult encounters with patients. 104 staff attended across the 6 sessions and the feedback was that it was very helpful. The main feedback was that staff would like more of this and face to face, not virtual
- Subsequently ran 4 x 2hr face to face sessions which 45 staff attended. Staff reported that this was quite challenging at the beginning of the session as they had to engage in face to face role play but by the end of the sessions they were reporting they were feeling much more confident about to deal with such interactions constructively
- Also ran more training on patient registration with a new practice, covering the legislation, breaking down barriers to registration, specific needs of particular groups, eg asylum seekers. 2 virtual sessions and 22 staff attended. Made a point of asking all the practices mentioned in a recent Health watch report as not having great registration processes to attend and they all did
- Also ran a 6-module course on workflow optimisation for reception staff covering things like how to recognise the acutely ill patient, giving out normal blood test results, repeat prescribing and long term conditions. 98 staff attended this course

Repeat prescriptions

- Now all PCNs have clinical pharmacists working in their GP practices and many have pharmacy technicians as well. This should help with repeat prescription queries and means we are working closer than ever with our community pharmacy colleagues (building on the local Minor Ailments Scheme and the Community Pharmacy Consultation Service)

Next steps

- We will be continuing to work with PCNS and the Confed on improving access whilst maintaining continuity. Whilst we are doing well in C&H, more can be done and we are working together on this