

**Report to the Somerset Primary Care Commissioning Committee Meeting on 4
March 2021**

Title: Access to GP services- update	Enclosure D
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Version Number / Status:	1
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Clinical Lead:	N/A
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<p>Summary and Purpose of Paper</p> <p>To provide the Somerset Primary Care Commissioning Committee with a further update on the availability of GP appointments in Somerset.</p>
<p>Recommendations and next steps</p> <p>The Primary Care Commissioning Committee is asked to note the update.</p>

Impact Assessments – key issues identified				
Equality	No impact identified			
Quality	No impact identified			
Privacy	No impact identified			
Engagement	Engagement with patients has continued throughout the pandemic in a variety of ways.			
Financial / Resource	No resource impacts			
Governance or Legal	No governance or legal risks			
Risk Description	Not applicable			
Risk Rating	Consequence	Likelihood	RAG Rating	GBAF Ref

Access to General Practice Appointments- Update

1. INTRODUCTION

- 1.1. The Committee has taken a strong interest in access to GP services during the pandemic. The Committee has given a clear mandate to ensure that our strategic priority of ensuring comprehensive, accessible, local GP services is delivered. The Committee has previously received information regarding appointment numbers and consultation types.

2. LATEST DEVELOPMENTS

- 2.1. While we continue to work towards having full activity data for all practices, we have received information from the national dataset about outlier practices for which data was suggesting a significant reduction in patient appointment activity.
- 2.2. In Somerset seven practices fell into this category of practices showing low activity data and we conducted a rapid review. All seven practices use Ask MyGP a digital system which provides an online triage function. Further scrutiny identified that the 'reduction' in activity suggested by the data is due to some patient activity not being recorded. This anomaly appears to be specific to those practices using AskMyGP.
- 2.3. Any first contact telephone or message activity with a patient completed using AskMyGP where the issue is resolved and goes no further is not being measured on the GP diary and therefore does not get recorded in the EMIS appointment data. Only routine and extended hours care are being recorded in the patient activity data of these practices.
- 2.4. When the 'resolved at first contact' activity is added together with the recorded patient data the levels were found to be close to those of last year.
- 2.5. Finally, the CCG commissioning team triangulated the activity data with quality and performance metrics to ensure that there were no other concerns regarding these practices. No concerns were identified, and we are assured that the service provided by these practices is satisfactory and meets local and national requirements.

Michael Bainbridge
Acting Deputy Director of Contracting