

## Recovering Access to Primary Care

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## The National Access Recovery Plan

- Nationally published with tight and comprehensive deadlines
- Specific funding allocation for Access Recovery only
- Seeks to address the significant downward trend in patient satisfaction since 2019/20
- Focuses on two key metrics: same day disposition, and appointments within 14 days
- 12 key areas of focus for 2023/24 - each of which has been a substantial work programme
- 10 key areas of focus for 2024/25 – these all build on 2023/24

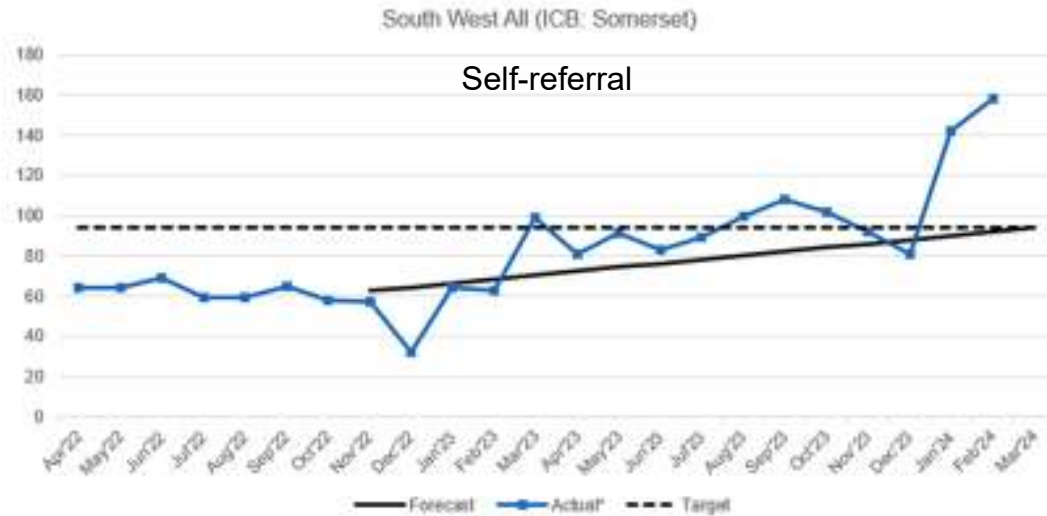
## 2023/24 - key requirements refresher

1. Increase self-care and self-directed care – 7 self-referral pathways
  - falls response, MSK, audiology, weight management, community podiatry, and wheelchair & community equipment services
2. Expanding community pharmacy services – winter resilience link
3. Improving digital telephony – all practices have chosen a supplier to switch
4. Simpler online request/access process – online consultations, messaging, appt. booking
5. NHS App usage increased – all functions of NHS app enabled
6. Navigation, assessment and response – care navigation, quality of appointment data
7. Larger multi-disciplinary teams
8. More new doctors
9. Retention and return of experienced GPs
10. Higher priority for primary care from housing developments
11. Improving primary/secondary care interface – winter resilience link
12. Reducing administration

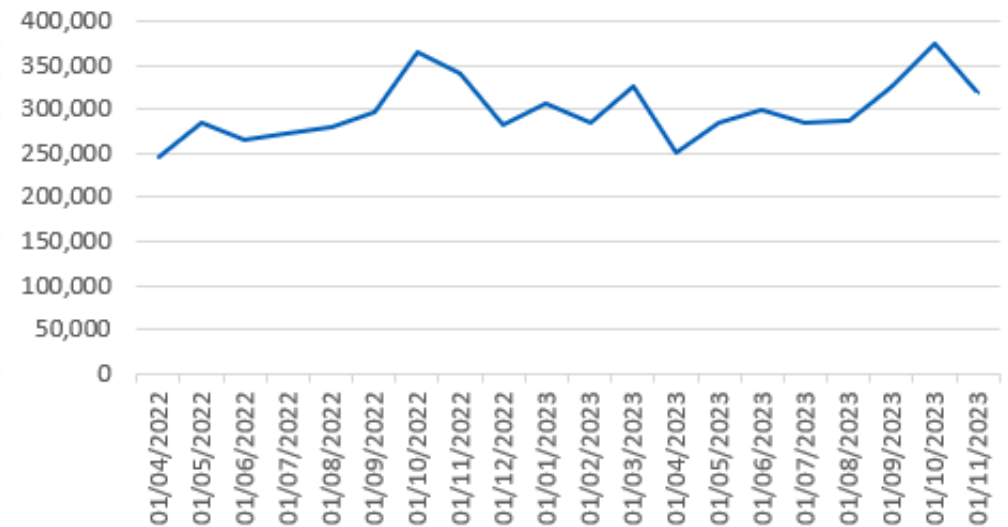
## 2023/24 – what progress has Somerset made?

- Development of data dashboard to monitor progress
- Highest self-referral rates in the South West – 58k per month against national target of 44k – excludes Somerset MSK app
- NHS App registrations up from 48% to 51% - planned target 56% by March 2025
- Over 41k prescriptions ordered via the NHS App in February 2024 compared to 31k in November 2023
- APEX procured and rolled out in May 2024- business intelligence tool
- Somerset has highest level of national care navigation training sign-up in SW – all PCNs participating
- Digital telephony – all phase 1 analogue practices (15) have now swapped contracts to digital, cloud-based systems

# 2023/24 – what progress has Somerset made?

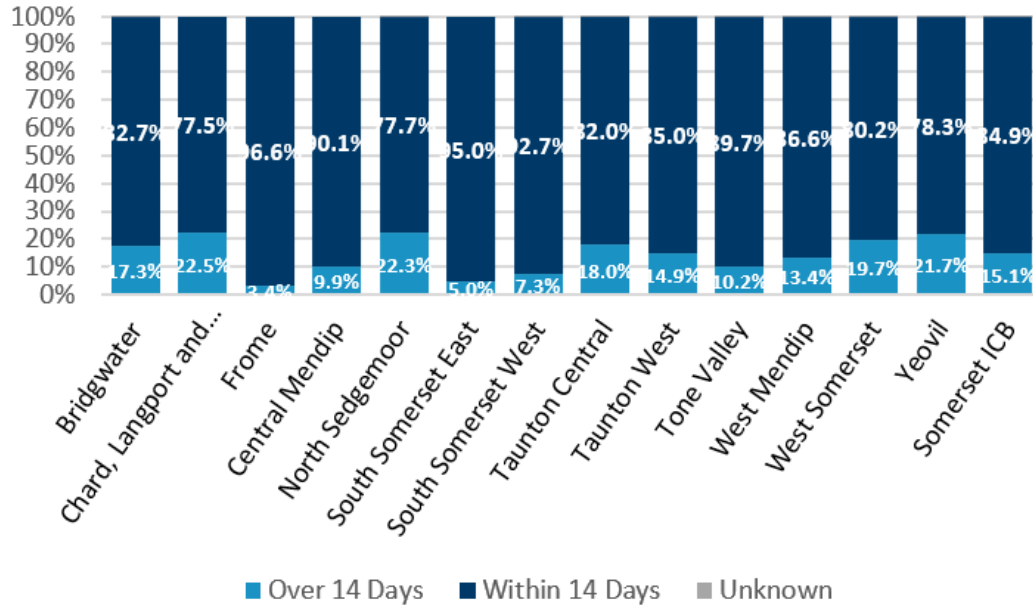


Count of Appointments - Somerset ICB

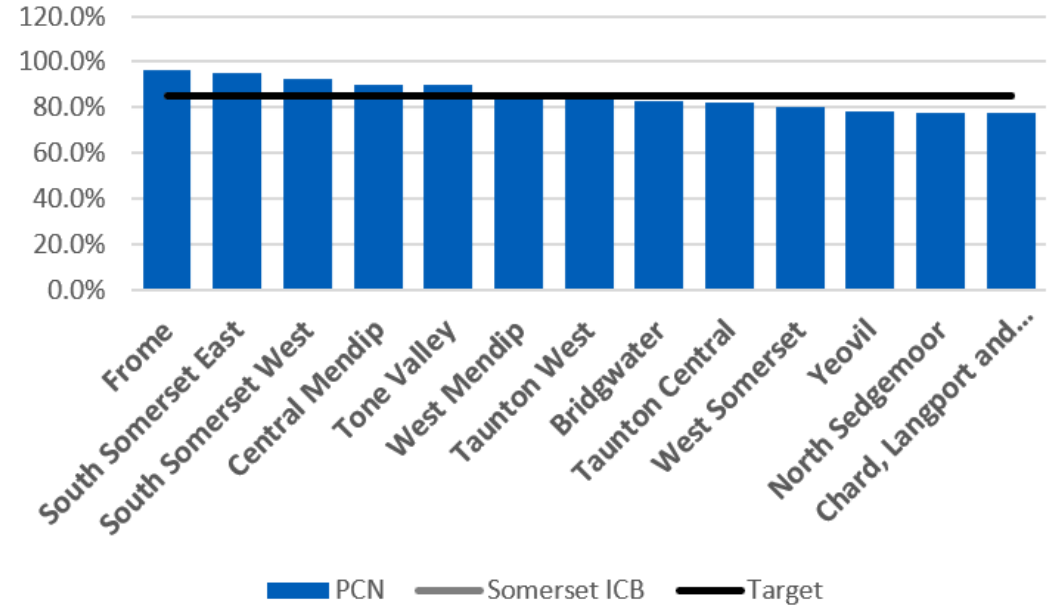


# Appointments within 14 days

GP Appts Within 2 Weeks - IIF Indicator Jan-24



% GP Appts Within 2 Weeks - IIF Indicator Jan-24



## 2024/25 – national key requirements for year-two

- Increasing NHS App record views and prescription numbers
- Continue expanding self-referrals for existing pathways
- Expand the uptake of Pharmacy First services
- Complete implementation of better digital telephony
- Continue implementation of simplified patient access – for both in person and online patient contacts. This includes improved care navigation to enhance patient experience
- A focus on improvement support for individual practices and PCNs – utilising national General Practice Improvement Programme opportunities and localised Support Level Framework tools
- Continuation of the work underway to improve the primary/secondary care interface
- Continue with expansion and retention commitments in the Long Term Workforce Plan

## 2024/25 – next steps

- Building on 2023/24 progress, incorporating 2024/25 priorities, set nationally
- Planned analysis of patient survey once it is published in June – demonstratable improvement
- Digital telephony - phase 2 extended functionality implementation
- Digital innovation- increased patient access to records, use of NHS App, online registration
- Focus on individual practice development/support level framework conversations in year-two. Detailed service improvement meeting and action plan to be undertaken with all 62 practices
- General Practice Improvement Programme – Somerset co-ordinating sign-up locally
- Further work on primary/secondary care interface with a collaboration group now set-up, meeting monthly
- Development of National Community Services Data Set to include local Somerset GetUBetter MSK self-referral app data (4k people since initiation)