NHS England

Supporting general practice to transform and create a sustainable future
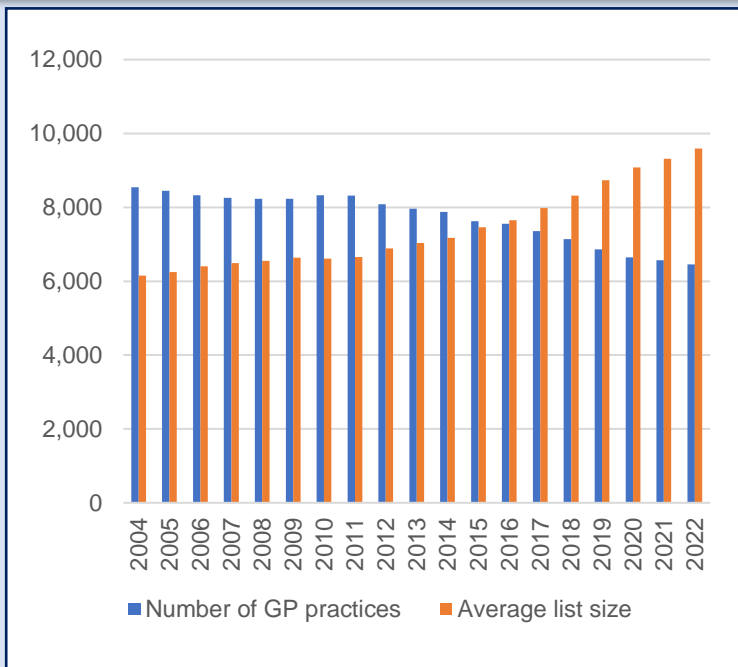
There has been a 15% increase in consultation rates from March 2018 to February 2022
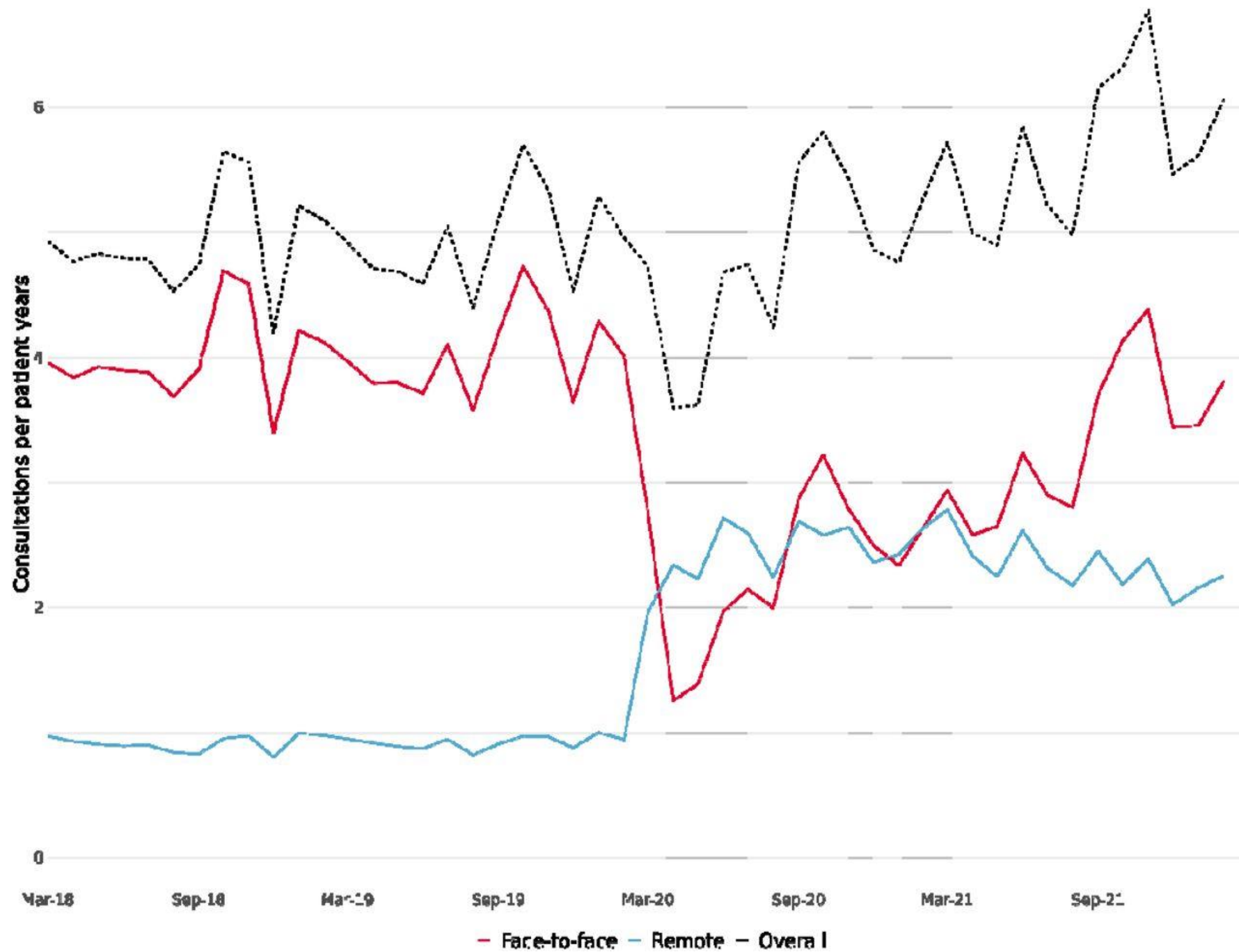
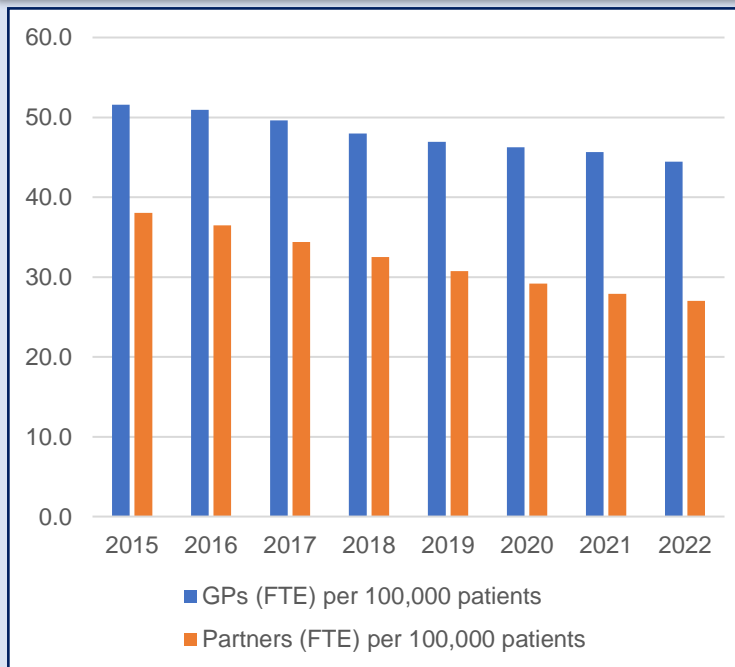# Changes in general practice capacity

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Trend towards fewer practices

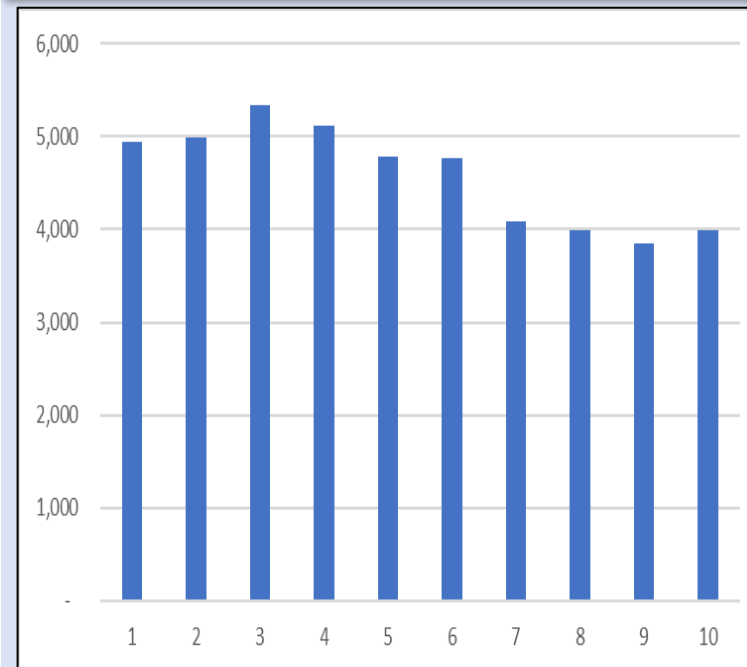- Since 2004 the total number of GP practices in England **has decreased by 24%**

Trend towards fewer FTE GPs & GP partners per patient

- Since 2015 there has been a **29% reduction in the number of GP partners per 100,000 patients**

Average number of patients / GP partner by IMD Decile

- On average, **in more deprived areas there is a higher average number of patients per GP partner**

Core components of the 'new' general practice model

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Long term condition management, and proactive care as part of a population health management

Choice of patient contact routes and consultation modality: online, phone and face to face

Encouraging 'self-referral' and self-service for admin tasks to reduce admin burden on practices

Enhanced triage and navigation to route patients to the right place first time

Core components

'Back office' automation to reduce admin burden on practices

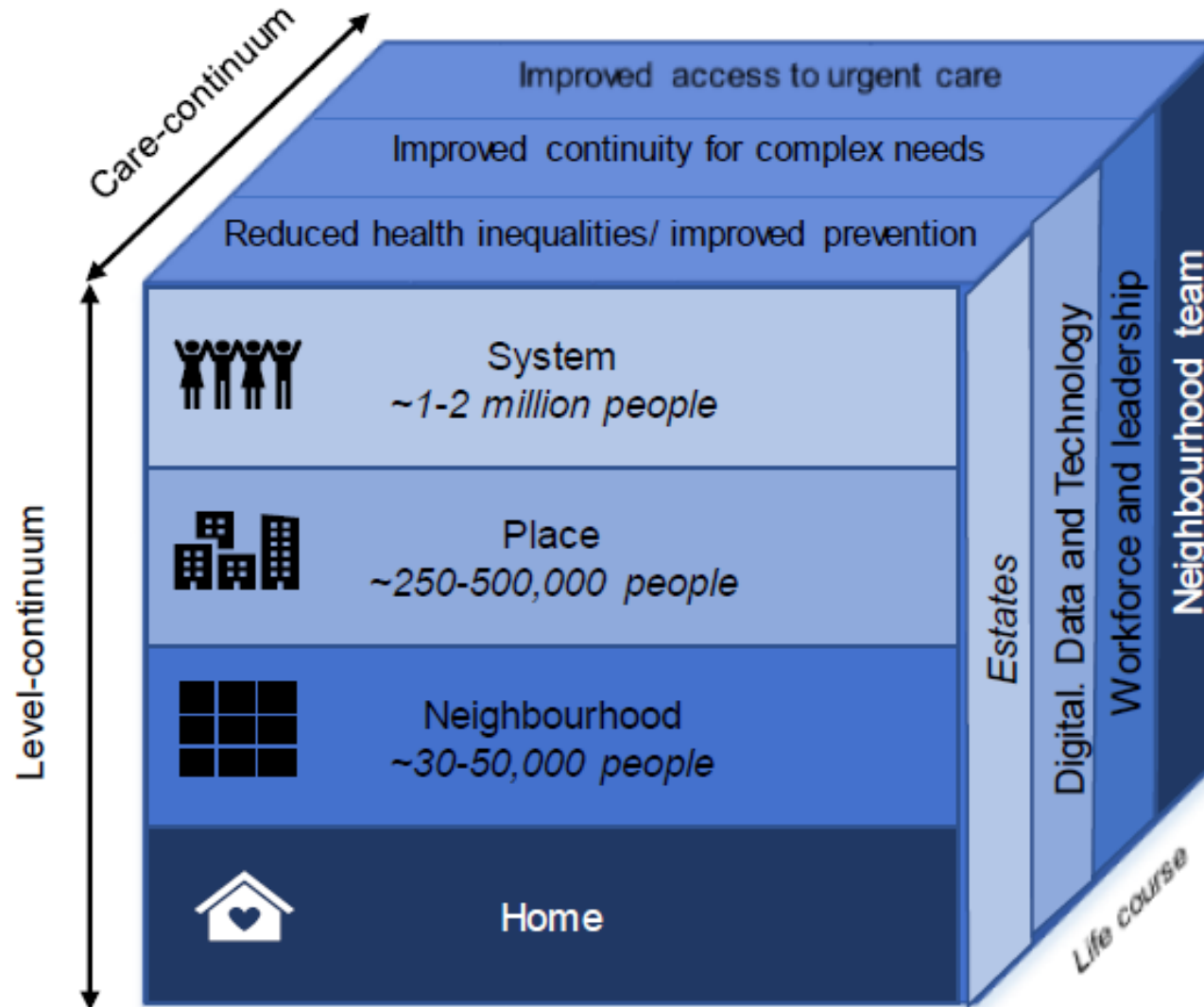**Remote / flexible working for clinicians** to increase capacity and retention

Expansion of non-GP services (eg. Pharmacy First) supported by digital integration, to increase capacity.

Use of multi-disciplinary teams and 'Additional Roles' (ARRS) to increase capacity

Use of hubs to bring additional capacity, longer hours and out of hospital specialities to local area.
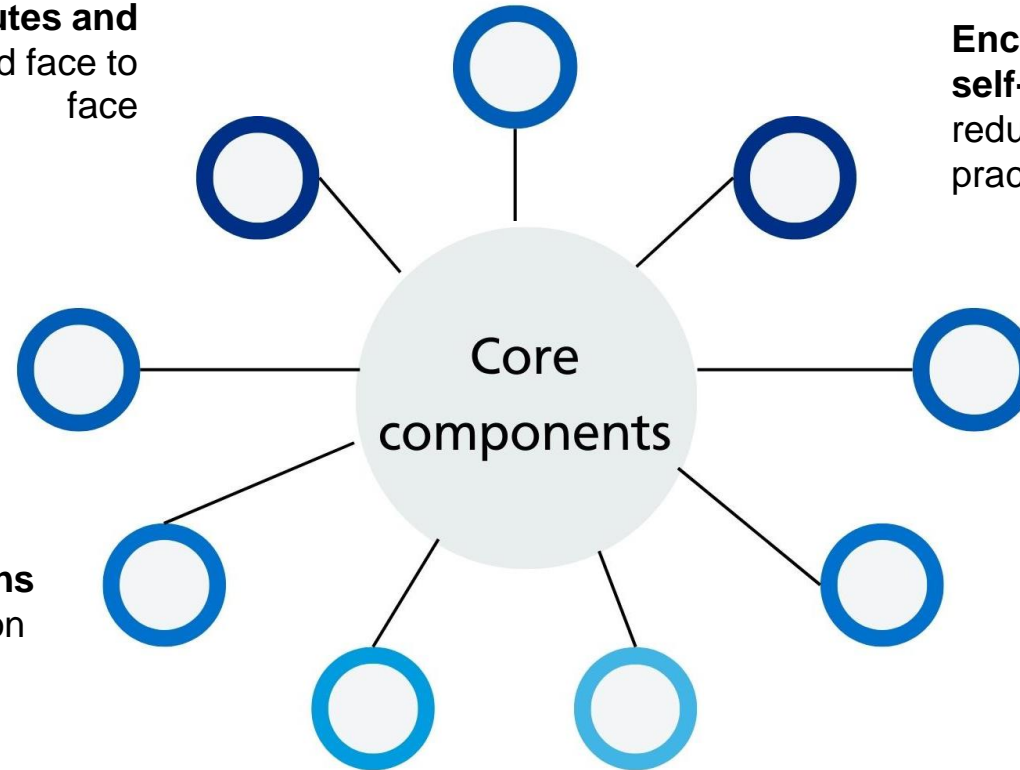
The Fuller Stocktake

The integrated care

The Kings Fund: levers for change

The King's Fund | Ideas that change health and care

How to make change happen in general practice

Andy Brooks
Luca Tiratelli
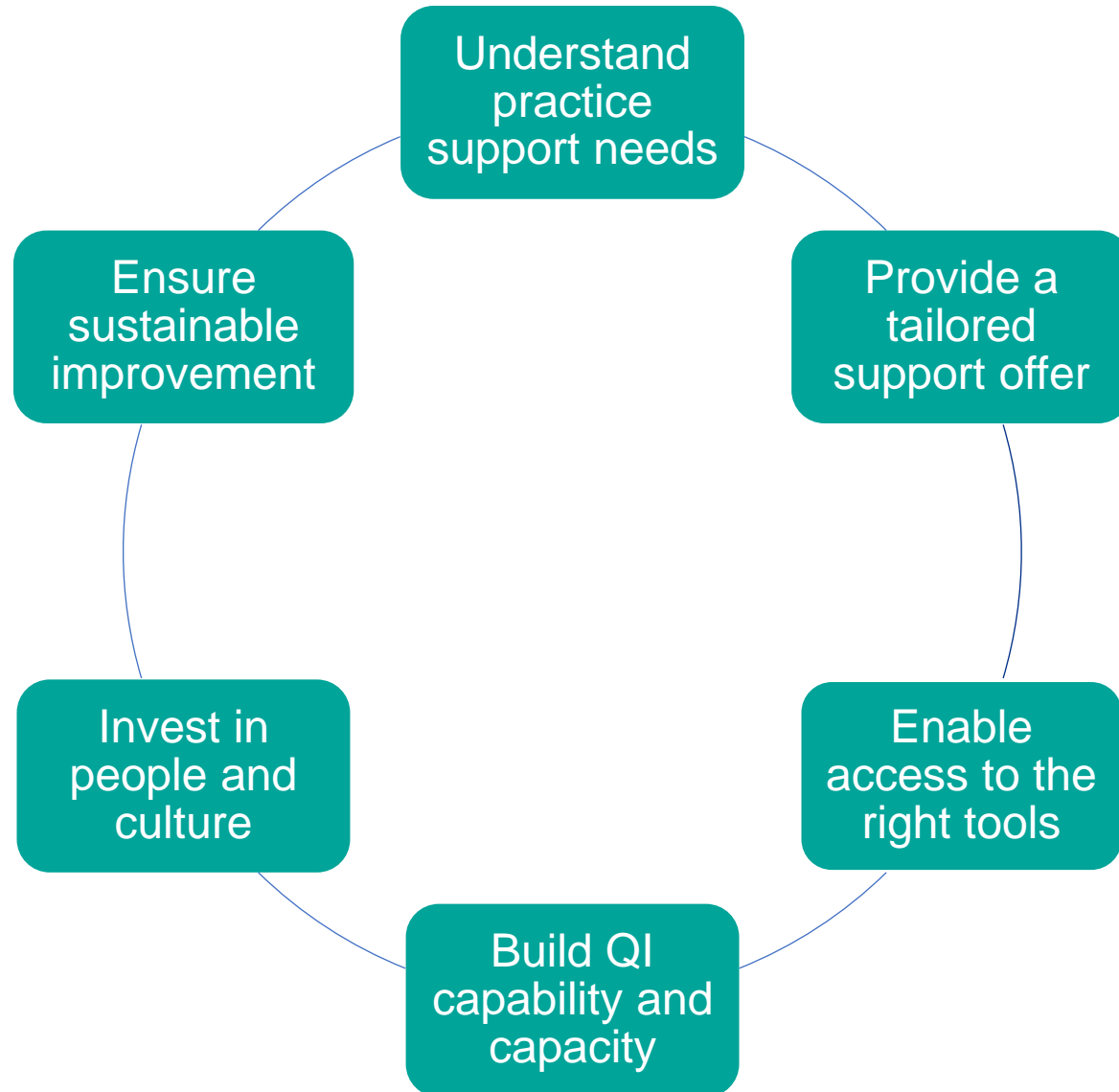Beccy Baird
Kristina Bergman

August 2022
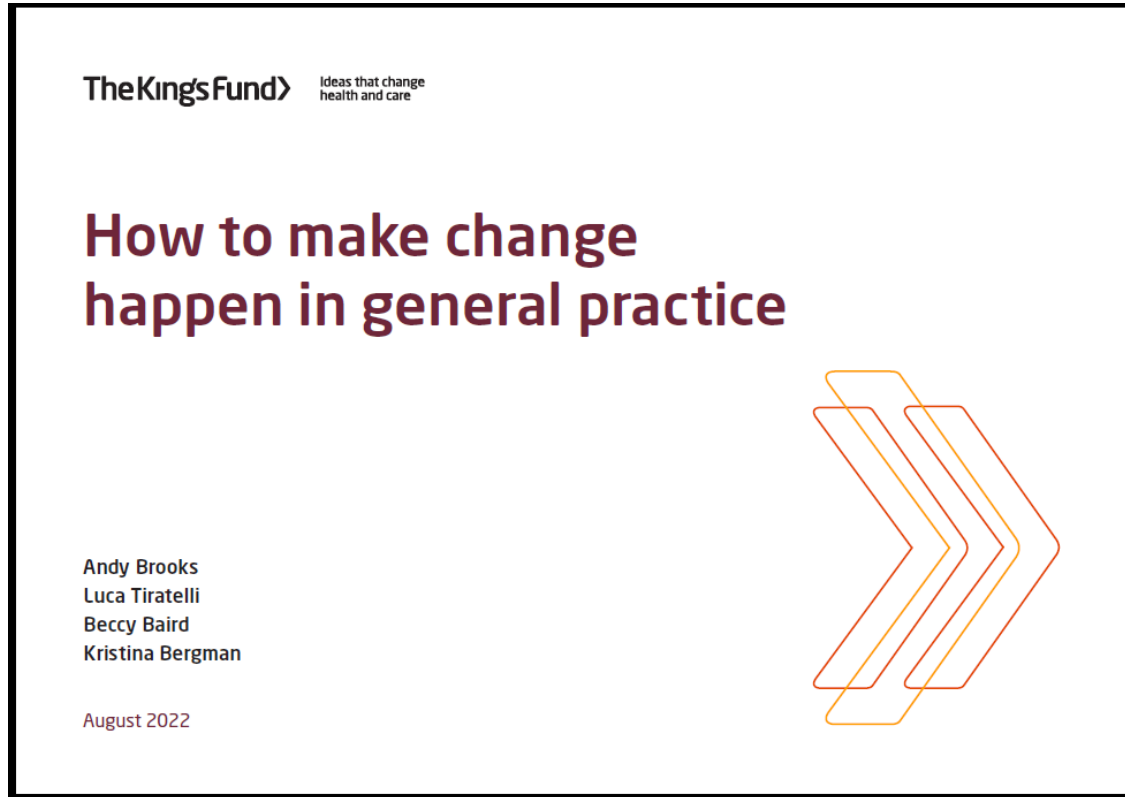
1.
Changes work best when they are driven from the bottom up

2.
Financial incentives and targets can distort priorities

3.
The 'soft' stuff is important

4.
People need capacity and capability to make change happen

https://www.kingsfund.org.uk/publications/how-to-make-change-happen-general-practice

How are we supporting general practice?

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Understand practice support needs

Provide a tailored support offer

Ensure sustainable improvement

Enable access to the right tools

Invest in people and culture

Build QI capability and capacity

Our ambition is to embed continuous service improvement. We will work with and enable ICBs to lead and deliver primary care transformation.

Accelerate: improvement support programme

The national Accelerate programme provides centrally funded, intensive, hands-on structured improvement support, working with 750 practices nominated by ICSs.

- Prioritise support to areas with the greatest sustainability challenge, particularly practices in areas of high deprivation and with highest demand-capacity pressures

- A focus on managing, demand, improving access, developing team, job satisfaction

- Creates headspace, capability and a culture for staff to innovate and take action

- Delivered in partnership with ICSs to address external barriers and share learning

- Codification of the most effective interventions and quick wins

The benefits over a 20- week support period:

- 88% of practices see a productivity gain, releasing and redirecting staff time (avg. 4.5 hours clinical and 5 hours admin time per practice per week)

- 99% of staff say they are better equipped to deal with their work challenges

- Attrition lowest for practices in IMD1 – and less than 3% overall

- 90% rate the programme as 'good' or 'excellent' and 90%+ recommend it to peers
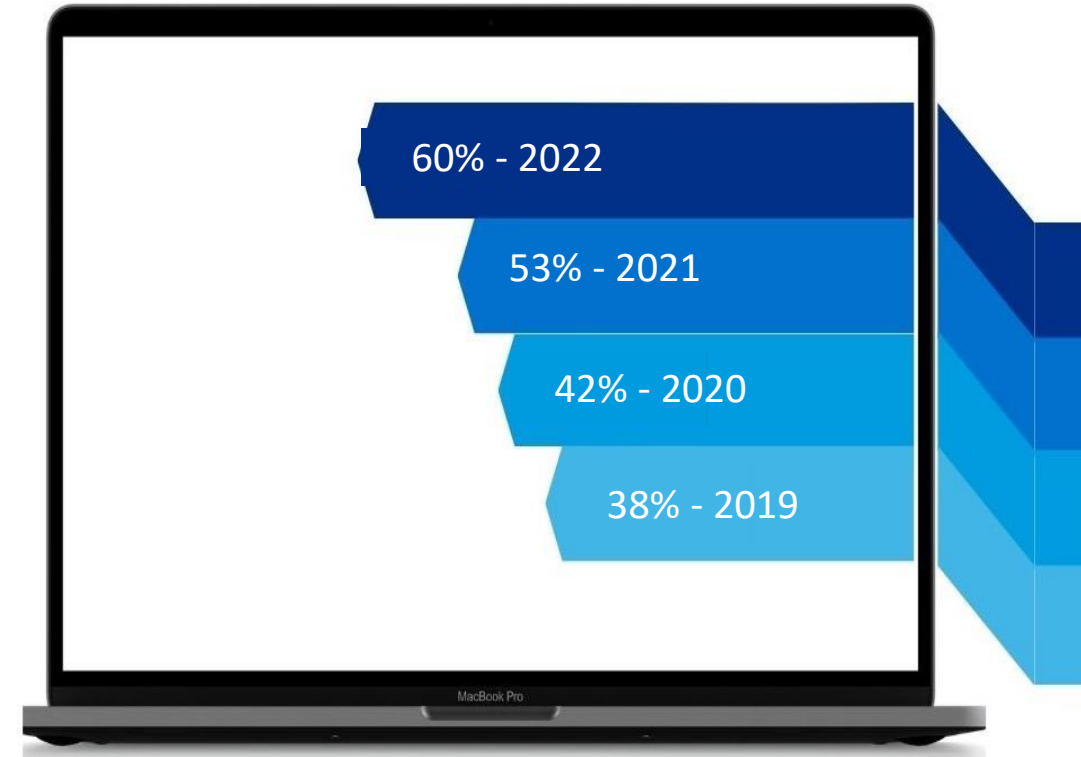
Patients increasingly use digital access routes
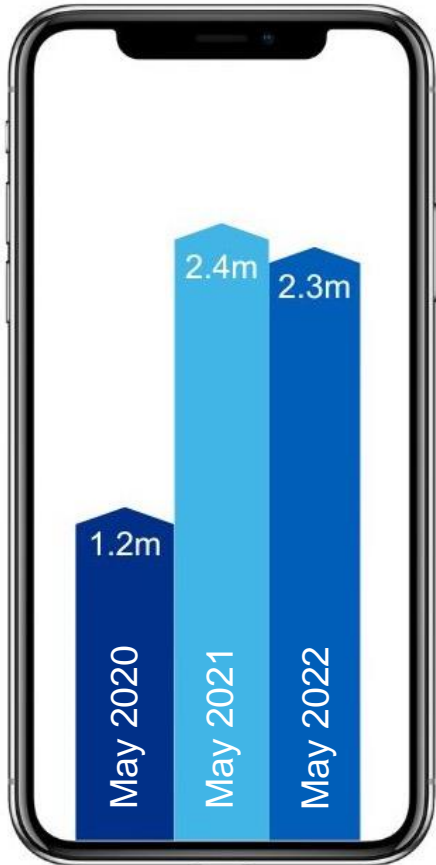
Online consultation submission rates
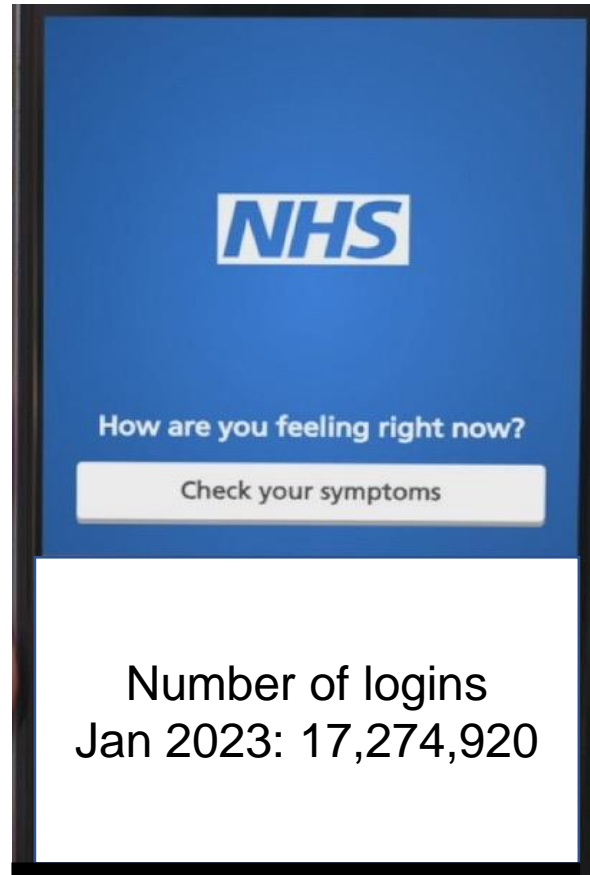
Usage of the NHS App

The national GP Patient Survey shows increasing numbers of patients using their GP surgery website

*Utilisation data is based on submissions by system suppliers. The data set is not complete and so these figures provide an indication of activity only.

We need your help

GP websites, online consultation tools, apps and other digital tools are now critical enablers of general practice access and service delivery

To create a great experience of digital access to general practice we need to:

- Reduce complexity

- Improve integration

- Provide support to patients and staff

- Deliver a consistent experience

- User test to ensure digital journeys and tools are highly usable and accessible

Developing a great product offer and digital experience for patients and staff

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A product offer that meets my priorities: that digitises the most important services for me first; appointments, prescriptions, test results, opening times and contact details.

Clear and universal product offer across England: all key products and features available to all patients in England.

One NHS user experience that works the same way and looks and feels the same regardless of which service I am using

My NHS account: available using the channel and device that suits me

Messages and alerts: that arrive in the most relevant or immediate channel for me

Great user journeys: that are easy to use, support me and keep me informed at every step

Great user journeys: that use my information to avoid repetition or duplication of information

Language: use keywords that are familiar to me and ensure ease of reading (reading age)

Accessible: inclusive accessible user experiences which work with my devices and software

AND complete the end-to-end back-office journey for practices

Product offer

User experience

Contact us

NHS England

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https://www.england.nhs.uk/gp/digital-first-primary-care

https://www.england.nhs.uk/gp/improvement-support/access-improvement-support/

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