

**Report to: Health Overview and Scrutiny Committee**

**Regarding: Primary Medical Services (General Practice)**

**Date: 28<sup>th</sup> September 2011**

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**Purpose: The HOSC requested an update on primary medical services, with a focus on access and performance data.**

## **1 Background and Update on Primary Medical Service Provision:**

Primary medical services are provided by a range of clinical staff including General Practitioners (GPs), Practice Nurses (PNs), Nurse Practitioners (NPs), Health Care Assistants (HCAs), counsellors and other professionals such as phlebotomists and physiotherapists. In Brighton and Hove, primary care medical services are commissioned from 47 surgeries across the city.

Forty of the surgeries provide medical services under General Medical Services (GMS) which is a nationally negotiated contract. Of these GMS practices, 35 are run by GP partnerships and five are individual medical practitioners contracts. In 2010, one single-handed practice closed (St James St surgery) and the practice list of approximately 1700 was dispersed to local practices.

There are also five surgeries providing primary medical services under Personal Medical Services (PMS) contracts. These are locally negotiated contracts, which provide standard services, but are also tailored to local and specific needs, for example providing care for homeless patients. During 2010 one of the six surgeries working under a PMS contract reverted to a GMS contract. The other five surgeries are held under one PMS contract, which includes four practices in areas of higher deprivation and the Brighton Homeless Healthcare practice.

The remaining practices are contracted under Alternative Providers of Medical Services (APMS), which are time-limited and can be subject to Key Performance Indicators (KPIs) which link elements of payment to achievement of quality targets. Brighton Station Health Centre, the GP-led Health Centre, is commissioned under a 5 year APMS contract from Care UK, and New Larchwood surgery provides services at Coldean under an APMS contract held by a local GP partnership. Elm Grove Surgery, which provided services on a short term contract, terminated at the end of 2010 and the patient list of just under 2,000 was dispersed to local practices, including a practice that had relocated to newly converted, larger premises.

## **2 Access**

GMS and PMS contracts require GP's to provide essential services within core hours, ie from 8am to 6.30pm weekdays except Good Friday, Christmas Day or bank holidays. These services must meet the reasonable needs of patients, and there must be arrangements for patients to access these services throughout core hours in case of emergency. Patients who require medical assistance outside the core hours can be seen by the Out-of-Hours service, which is commissioned from South East Health.

Brighton and Hove is committed to increasing patients' access to appointments with a GP, including appointments outside current contracted hours, with the aim to significantly improve satisfaction with opening hours whilst maintaining standards of access and availability during core hours.

### **Extended Hours**

To facilitate this, Extended Hours are offered under a Local Enhanced Service, where practices provide additional opening hours during which patients can be seen by either GPs and/or Practice Nurses.

The extended hours are set according to the number of patients on its list, with a minimum additional opening time of an additional 30 minutes per 1,000 registered patients.

Practices must give consideration to the needs and wishes of the patients, and should take into account the results from the GP Patient Survey (<http://www.gp-patient.co.uk/results/weighted/pct/search/?code=5LQ>) and any other local surveys or patient feedback received, when deciding on the additional hours to provide.

These results show whether patients have a preference for their surgery to offer extended hours during the week and/or to open on Saturday mornings.

Thirty three practices in Brighton and Hove offer Extended Hours of between one hour and eight hours and fifteen minutes, according to their list size, and provide a variety of sessions from early mornings starting at 7am, to late evenings from 6.30pm to 8.30pm and Saturday mornings.

The chart attached at Appendix 1, compares performance on satisfaction with opening hours with the provision of extended hours, and illustrates that there is generally a higher level of satisfaction with those practices offering extended hours, although other factors will also affect this.

Other results from the Patient Survey show that practices in Brighton and Hove compares well to national data on overall satisfaction achieving 88% satisfaction compared to 90% in England, and matching the ease of getting through on the phone (69%) although work is still required to increase levels of satisfaction in opening hours (Brighton 76% compared to England at 80%).

Additional support for improved access was made available through the Access and Responsiveness Local Enhanced Service, which provided incentives to encourage further improvements in patient satisfaction with access. Amongst the initiatives introduced, practices developed and improved services by updating telephone systems, introduced computerised booking systems and redesigned reception areas. This two-year scheme finished at the end of March 2011, and the success of the outcomes of these schemes have yet to be seen.

### **Brighton Station Health Centre**

Brighton Station Health Centre provided an additional facility in the city which has increased access to primary medical care. Situated centrally by Brighton railway station, the centre is open from 8.00am to 8.00pm daily, 365 days per year. Patients from anywhere within the Brighton and Hove boundary can register with the practice, and access the same core services as are offered at other GP practices. In addition, Brighton Station Health Centre offers a walk-in service which is available to anyone, irrespective of whether they are a Brighton and Hove resident or are registered with another GP practice. This resource has proved to be very successful, and meets the contracted volumes for both new registrations and for walk-in appointments as shown in the attached graphs (see Appendix 2).

## **3 Performance**

The performance of practices within Brighton and Hove is monitored by three mechanisms:

The **Quality Outcomes Framework** (QOF) is a voluntary system, introduced nationally to reward practices for achieving high quality standards, and which all practices within Brighton and Hove participate in. Each year practices submit written evidence to provide assurance that standards are maintained, clinical data is collected and a three year rolling programme of inspection visits is also carried out. The submitted evidence and visits examine three areas – clinical, organisational and additional services - with practices receiving financial rewards that are aligned to the performance achieved.

**Contract Regulations** are also assessed during the QOF visit, and comprise of a number of statutory contractual regulations (see Appendix 3 for list of regulations). Practices which fail to fulfil any of the regulations are required to rectify the situation within a specified time period.

The third mechanism for monitoring performance is the **GP Scorecard** which was introduced as a pilot project by NHS Brighton and Hove during 2009-10. Central to this is the production of a balanced scorecard which measures performance in a number of different areas. The information is gathered from a number of sources, including patient surveys, the Department of Health and from the practice itself, to show how individual GP practices provide services

and how the performance of each practice compares with national targets and local achievement. The scorecard provides an opportunity to look more closely at the services provided by each practice and to highlighted areas of good practice and concerns and included information about:

- Accessibility and availability of services
- QOF results
- Prescribing information
- Public Health promotion

The practice profile which accompanied the scorecard provided background information to enable practices to engage with those specific services which would be beneficial to their patient population.

The scorecard was rolled out to all practices between December 2010 and March 2011. At the visits clinicians and Practice Managers from the practices and clinicians, commissioners and public health representatives from the PCT discussed the scorecards (see Appendix 4i, 4ii and 4iii for templates). The outcome of the visit was a Development Plan, containing agreed actions on performance over the next year and a summary review of the learning from the practice improvement plans.

The attached spreadsheet (Appendix 4iv) summarises how each practice performed on each element and indicates those that perform well or unsatisfactorily. In addition, it also provides NHS Brighton with a record of the areas of performance requiring specific attention.

NHS Brighton and Hove have published Balanced Scorecard information on each of the practices on the public website at <http://www.brightonandhove.nhs.uk/localservices/gp/NHSBrightonandHove-GPbalancedscorecard.asp>. This enables patients to view how their practice is performing and see how it compares to other practices in the city, and also nationally.

#### **4 Moving Forward**

Evidence of improvements in access is slow to be realised, but with continued scrutiny of the Patient Survey and with new initiatives, practices and NHS Brighton and Hove can focus on improvements in the areas which remain a challenge.

The importance of patient participation has been recognised as a vital element to the continued improvement of access and performance, and the Patient Participation Enhanced Service, introduced in April 2011, will help to address this. By introducing, or further developing, patient groups who are representative of the practice's specific population, the practice will develop an action plan to address areas of priority which could include convenience of access, patients' experience of the treatment and service they receive or other issues specific to that surgery. The outcome will be to develop an action plan to address the areas of access and performance to be published on the practice website.

With the combined efforts of the patients, practices and NHS Brighton focusing on the challenging areas of access and performance, quality in these areas can be improved.

## **Appendices**

Appendix 1	Satisfaction with Opening Hours and the provision of Extended Hours
Appendix 2	Brighton Station Health Centre performance
Appendix 3	Contract Regulations
Appendix 4i	Balanced Scorecard Profile
Appendix 4ii	Balanced Scorecard
Appendix 4iii	Balanced Scorecard Exception Report
Appendix 4iv	Balanced Scorecard Summary of Performance