

Integrated Care Board

Date of meeting	7 September 2022
Title of paper	Deep Dive on Primary Care Access
Presented by	David Levy, Medical Director
Author	Peter Tinson, Director of Primary Care
Agenda item	8b
Confidential	No

Purpose of the paper				
The paper provides a deeper dive into some of the issues facing general practice and the strategic and tactical opportunities.				
Executive summary				
Lancashire and South Cumbria (L&SC) performance for the included metrics is generally around or slightly above national average. There is however a growing challenge regarding increased patient demand coupled with an ageing workforce.				
Recommendations				
The Board is asked to Note the deep dive information and provide feedback.				
The Board will receive a further Fuller stocktake update report at its October meeting which will identify how we plan to deliver the opportunities identified for the benefit of patients, primary care, and the wider system.				
Governance and reporting (list other forums that have discussed this paper)				
Meeting	Date	Outcomes		
ICB Executive Meeting	30 August 2022	Supported the paper for the Board		
Conflicts of interest identified				
Not applicable.				
Implications				
<i>If yes, please provide a brief risk description and reference number</i>	Yes	No	N/A	Comments
Quality impact assessment completed			X	
Equality impact assessment completed			X	
Privacy impact assessment completed			X	

Financial impact assessment completed			X	
Associated risks			X	
Are associated risks detailed on the ICS Risk Register?			X	

Report authorised by:	David Levy, Medical Director.
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Integrated Care Board – 7 September 2022

Primary Care Deep Dive

1. Introduction

- 1.1 This short paper provides a deeper dive into some of the issues facing general practice and the strategic and tactical opportunities. It is based on data, intelligence, and prevailing narratives.
- 1.2 L&SC performance for these metrics is generally around or slightly above national average. We however have a growing challenge regarding increased patient demand coupled with an ageing workforce.
- 1.3 The Board will receive a further Fuller stocktake update report at its October meeting which will identify how we plan to deliver the opportunities identified for the benefit of patients, primary care, and the wider system. For example, creating a coherent and equitable same day urgent care offer for patients which will both reduce accident and emergency attendances and enable general practice to deliver complex care and reduce the risk of unplanned hospital admissions.

2. Current Issues

- General practice is busier than ever, and overall patient experience is good or very good
- There are however public and partner perceptions of reduced access to general practice
- Some people are confused about how to access same day urgent care
- Some people attend A&E or call NHS 111 because they've struggled to contact their general practice for support
- There is increased demand for general practice services and increased general practice activity but the two aren't in balance
- There is a pandemic related backlog of long-term condition reviews and a growing number of people with complex needs
- This backlog is exacerbating health inequalities
- There is a reduced and reducing general practice workforce and concerns about staff health and wellbeing
- The current operating model is not resilient or sustainable

3. Emerging Primary Care Strategy

- The ICB system diagnostic which identified primary care as a major structural challenge requiring sustained focus on a multiyear basis
- The Fuller report and its vision for integrating primary care provides a framework for maximising the capability and capacity of primary care and reducing variation
- A 'Fuller *plus*' strategy which includes all four pillars of primary care must address other issues such as dental access and maximise the potential of community pharmacy and high street opticians

4. Potential Opportunities

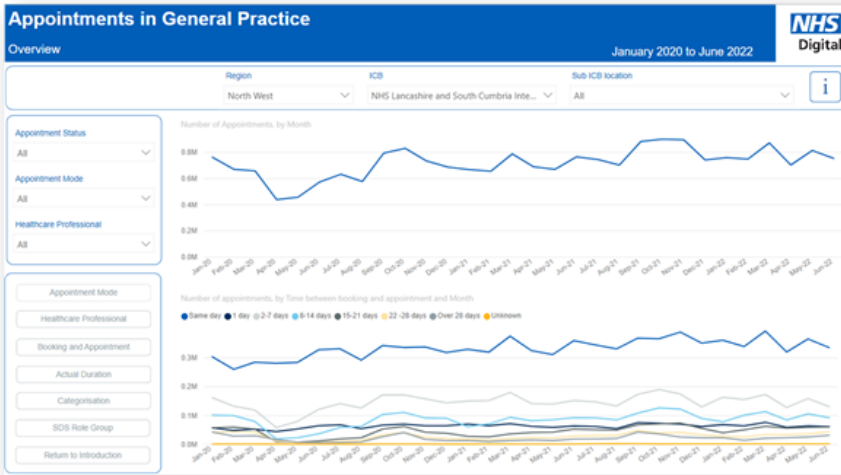
4.1 Two major interrelated strategic opportunities:

- Investing time, energy, and resources to deliver the Fuller report
- Obtaining the maximum benefit from the investment in population health resources

4.2 And supporting tactical opportunities:

- Invest in a clear and consistent same day access offer across L&SC - both physical and virtual hubs
- Maximise the use of community pharmacy support
- Develop a single integrated digital navigation/signposting tool for same day access
- Maximise the use of available additional roles funding
- Support the development of general practice sustainability partners

5. Key Metrics (sample)



752,617
appointments
provided in June
2022

L&SC - 41.4% of population
National - 41.9% of population

66.9%
face to
face

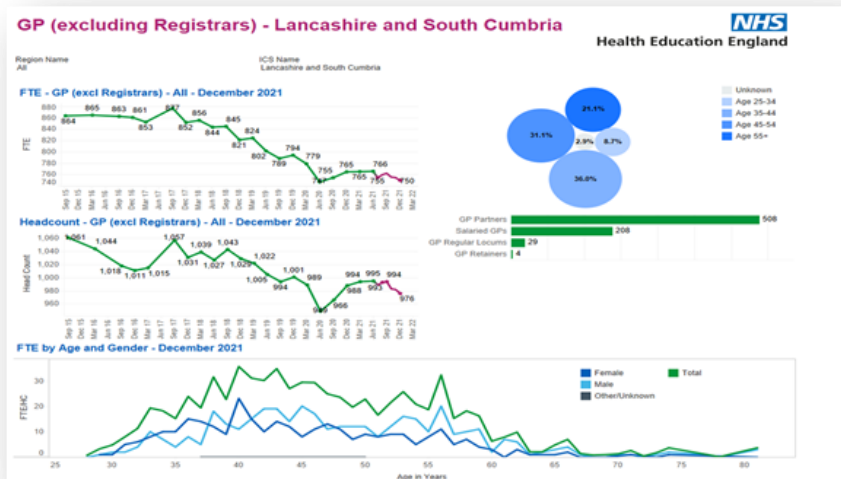
National - 64.8%

335,285
provided same day

L&SC - 45.5%
National - 44.4%

50.4%
GP provided

National - 49.9%



13.2%
fewer GPs
(fte)

Sept 15 - Mar 22

14.5%
more nurses
(fte)

Sept 15 - Mar 22

21.1% GPs
28.3% nurses
25.4% other
aged 55+

47.8%
more other
care (fte)

Sept 15 - Mar 22

Overall experience of GP practice			
ICS		National	
Good	Poor	Good	Poor
74%	12%	72%	14%

Ease of getting through to GP practice on the phone			
ICS		National	
Easy	Not easy	Easy	Not easy
53%	47%	53%	47%