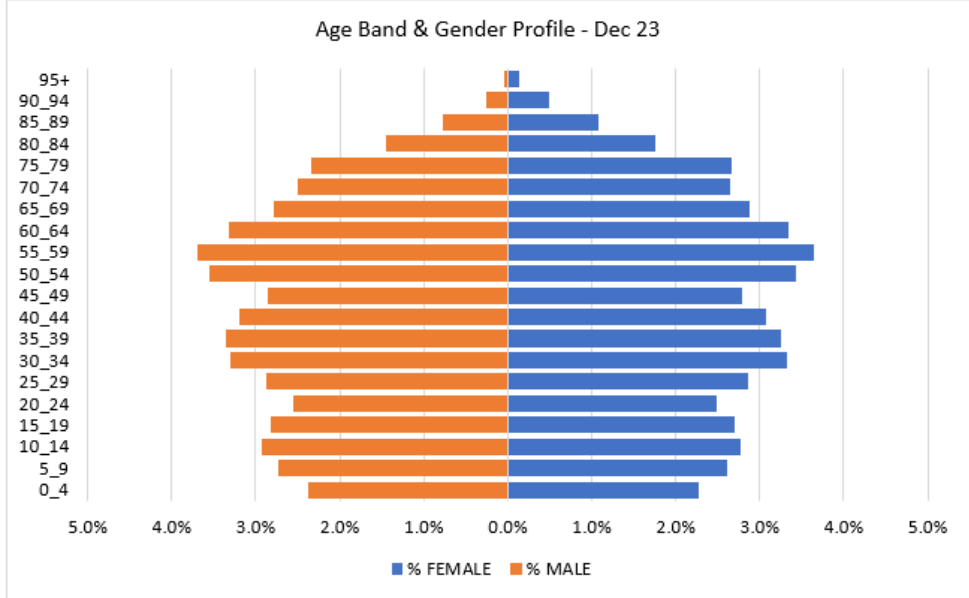
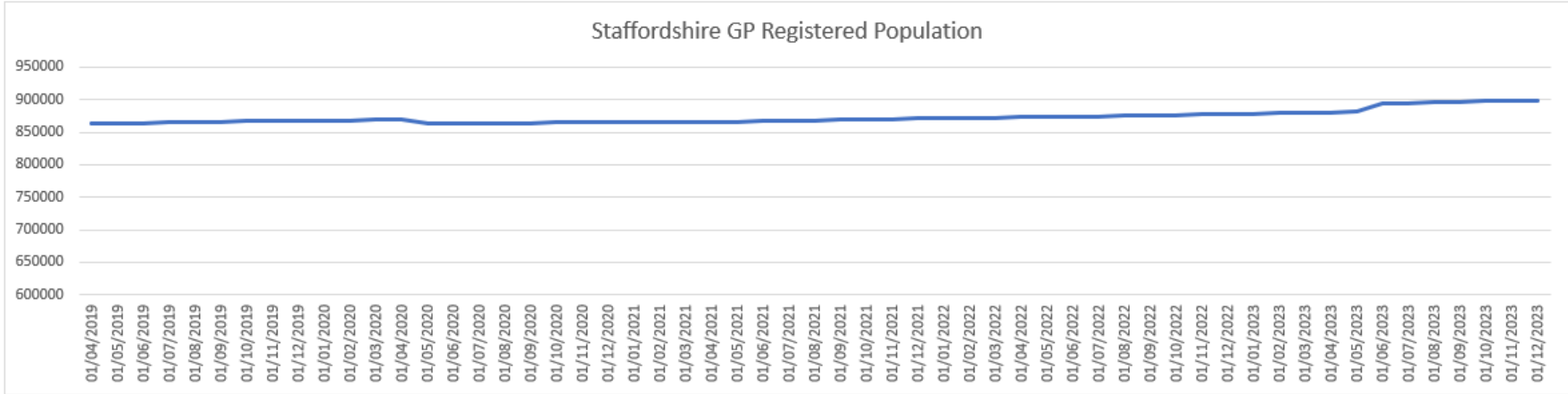
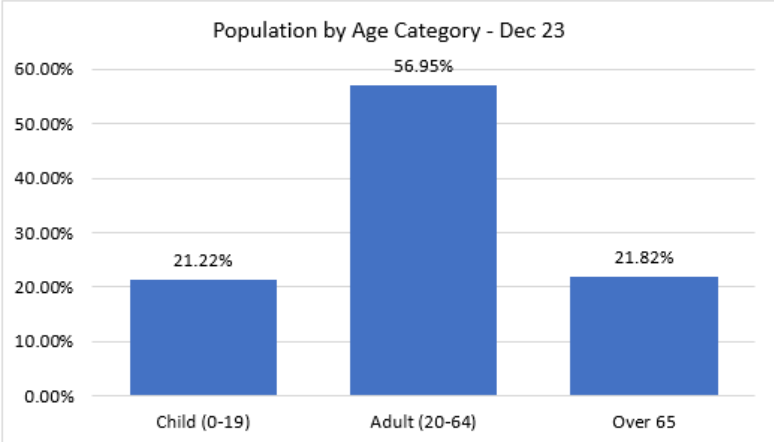


Staffordshire GP Registered Population



451,537 (50.2%) Female	447,372 (49.8%) Male	898,909 Total Registered Population
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Data Source: NHS Digital - GP Registered Population Publication

NOTES

Data Source: NHS Digital - GP Registered Population Publication

Summary

The GP registered population of Staffordshire (Sub ICB Locations) has been steadily increasing month-on-month. A sharper increase is apparent during June 2023 due to the merger of Haymarket Health Centre and Loomer Road Surgery. The merger moved GP registered population of Haymarket Health Centre into the North Staffordshire Sub ICB location footprint.

The total GP registered population of Staffordshire stands at 898,909 patients as at December 2023.

Staffordshire – Deprivation

Summary

Index of Multiple Deprivation

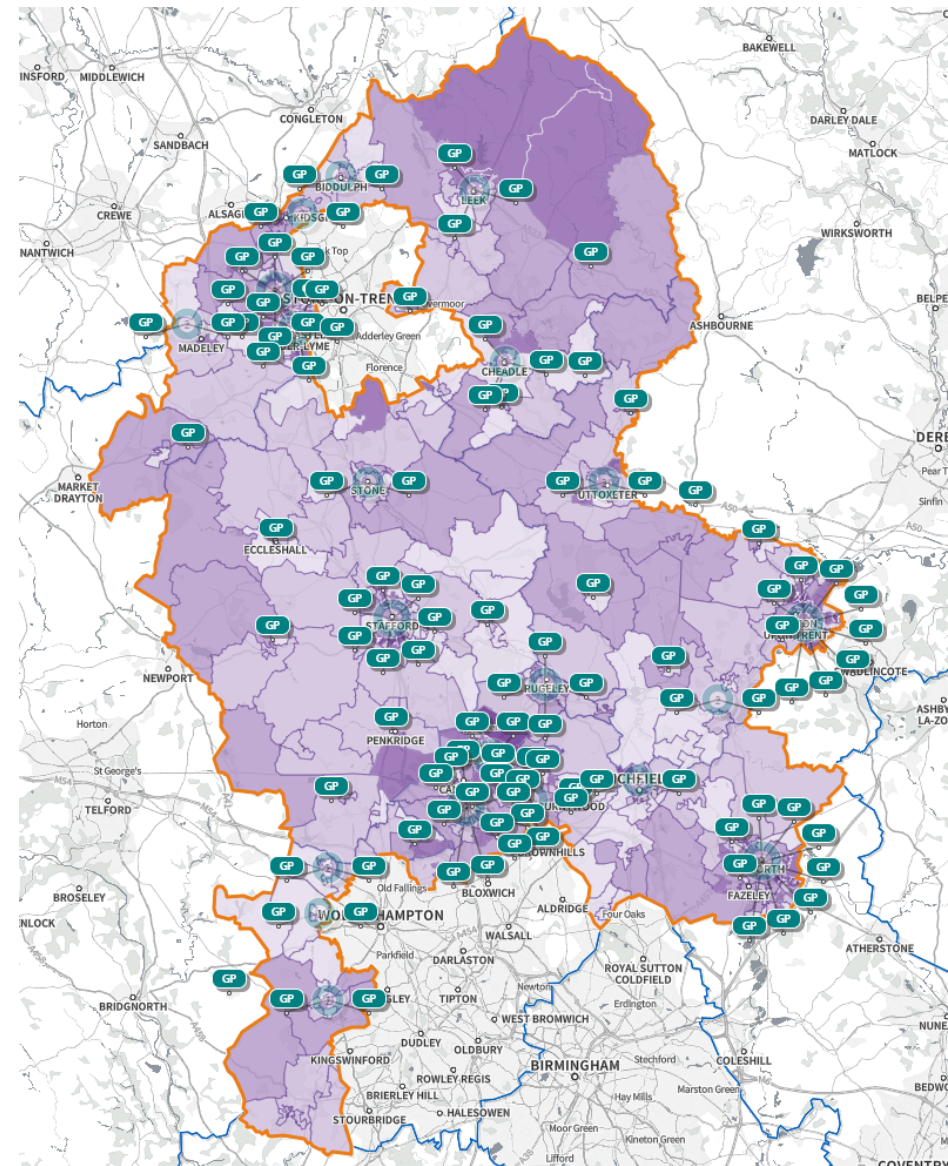
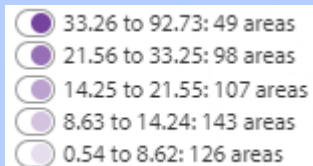
The indicator focuses on the Index of Multiple Deprivation (IMD) from the Indices of Deprivation 2019.

Staffordshire (Sub ICB Locations) Index of Multiple Deprivation average score is 16.63.

The England-wide Index of Multiple Deprivation distribution is 0.54 to 92.73 with a mean value of 21.67.

Values for LSOAs within the selected boundary are shown. The larger the value and the deeper the purple, the greater the deprivation. The locations of GP practices have been included.

The colours represent the quintiles:



NOTES

Data source: [SHAPE - Shape \(shapeatlas.net\)](https://shapeatlas.net)

Supporting GP Practices and People

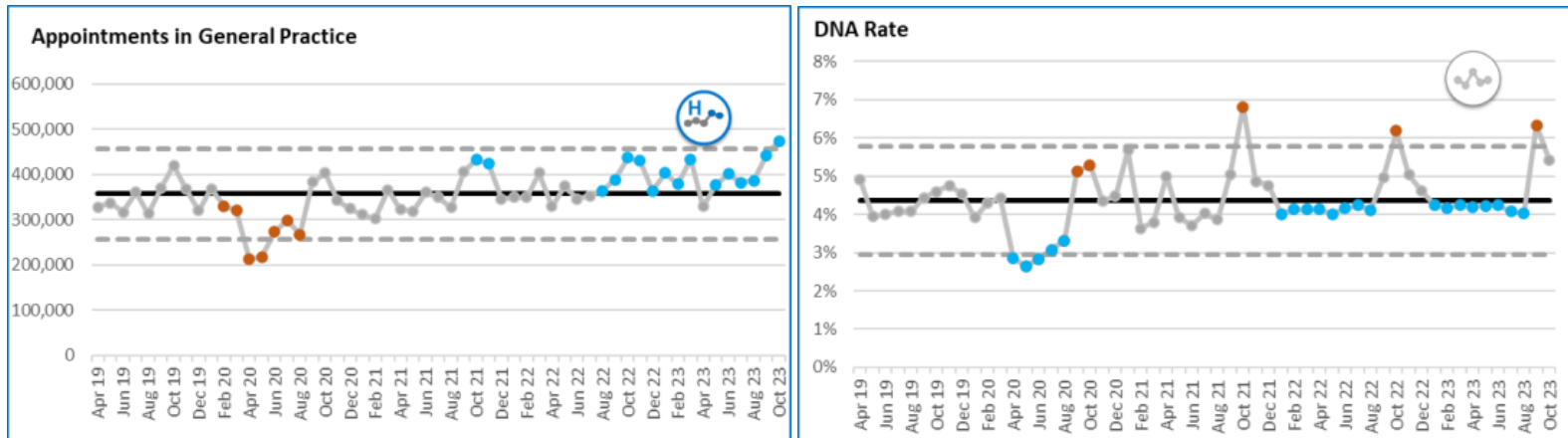
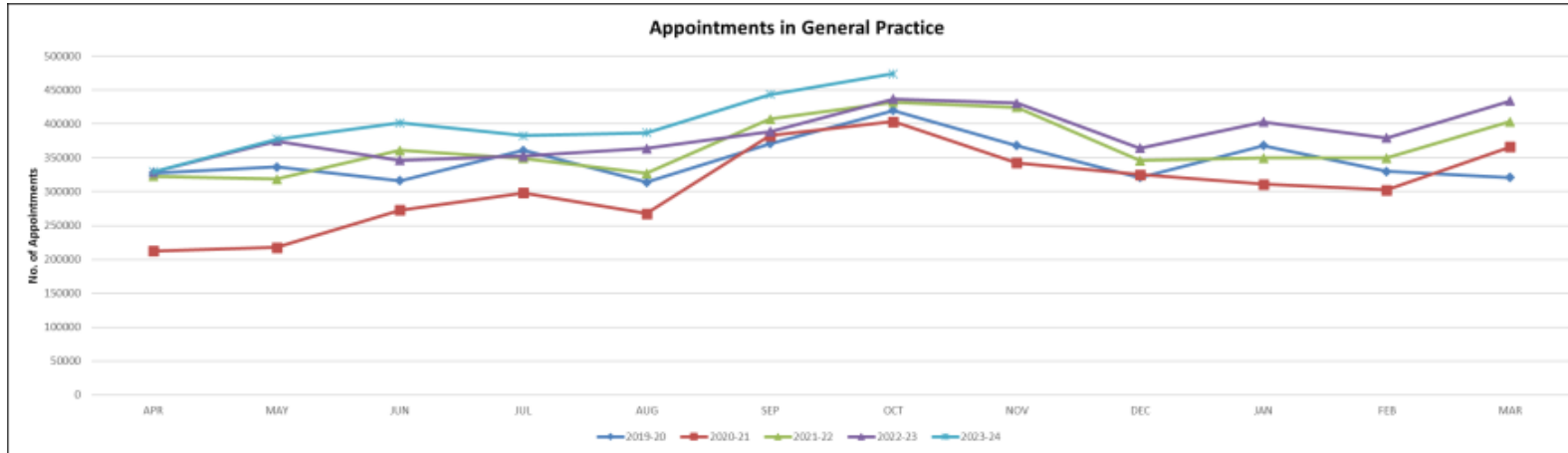
- Population health management approach, currently being rolled out across Staffordshire and Stoke-on-Trent
- Primary Care Networks (PCNs) have identified a Health Inequalities Lead who are championing and working with colleagues across the PCN and system health partners to identify, develop interventions and engage with patient focus groups to tackle neighbourhood health inequalities.
- Practices deliver against a local Quality Improvement Framework (QIF). The QIF identifies those areas of deprivation and provides additional funding to those practices to enable them to focus on long term condition management to try and close the inequalities gap.

General Practice Appointment Activity

- GP practices in Staffordshire are offering more appointments than the pre-Covid period (2019-20)
- In October 2023, general practice appointment activity in Staffordshire was 12.9% higher than the same period in 2019/20 and 8.5% higher than October 2022.

General Practice Appointment Activity – Staffordshire

Latest available published data:- October 2023 (released monthly)



Summary

Current View

- In October 2023, primary care appointment activity in Staffordshire was 12.9% higher than the same period in 2019/20 and 8.5% higher than October 2022.

Historic Trend

- Appointment activity declined from February 2020 to August 2020 (special cause variation) due to the impact of COVID 19. Appointment levels returned within the normal range from September 2020, further increases are apparent from August 2022.
- DNA rates declined sharply early to mid 2020. DNA rates increase from September to November each year.

NOTES

Appointment data: Data source: NHS Digital - Appointments in General Practice (experimental statistics). This is an experimental dataset and the full supporting information should be taken into consideration when interpreting activity in General Practice - [Appointments in general practice: supporting information - NHS Digital](#)

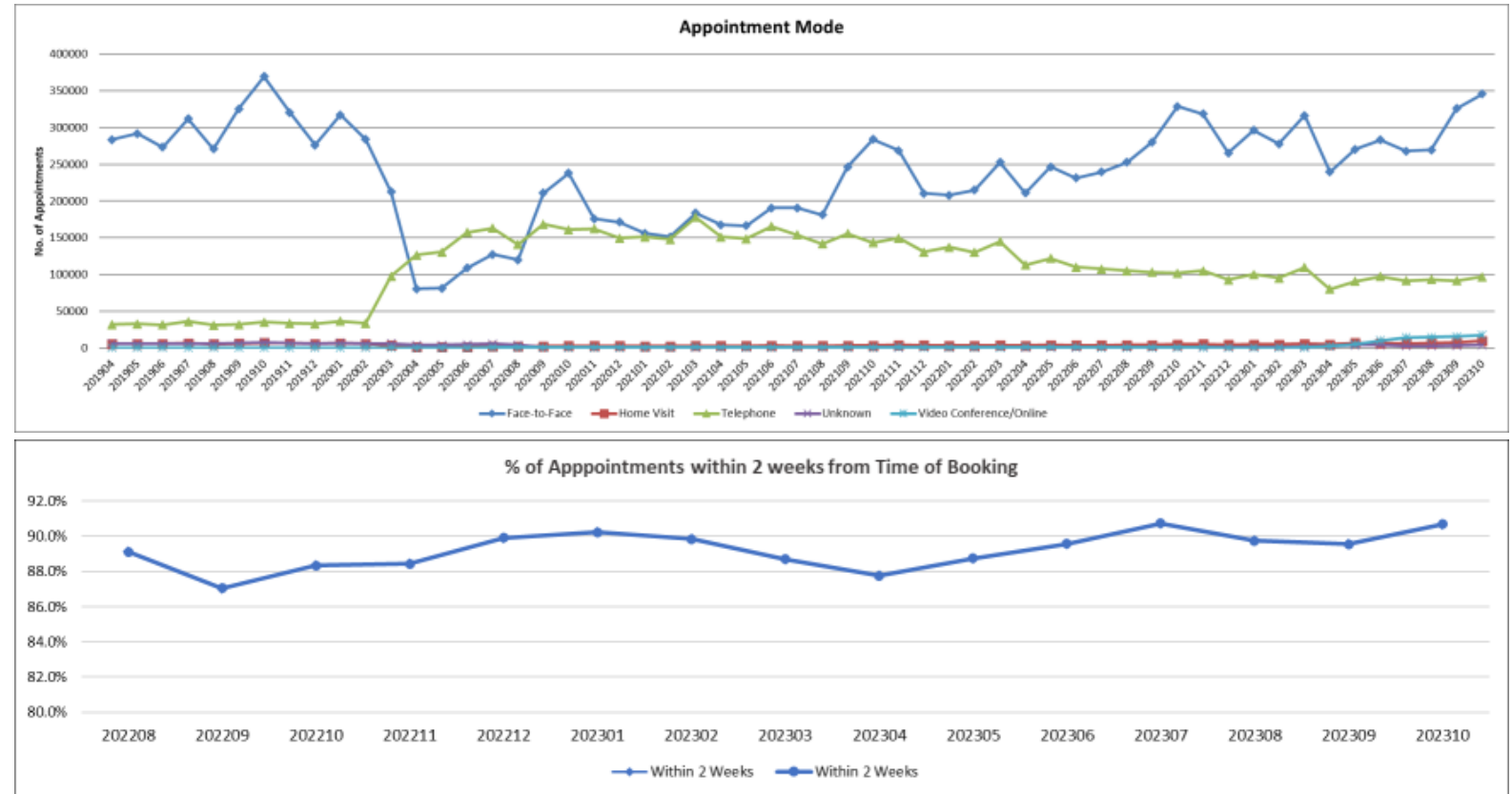
Due to the sensitivity of this data, it is not for wider circulation.

General Practice Appointment Activity – Staffordshire

Latest available published data:- October 2023 (released monthly)

Summary

- The proportion of face-to-face appointments stands at 72.9% for October 2023 (compared with 88.0% in the equivalent month in 2019/20). This is higher than the national average standing at 70.9%. Practice variation across Staffordshire ranges from 33.1% to 97.9% face-to-face, with 63.2% of Staffordshire practices above the national average.
- 90.7% of appointments took place within 2 weeks from time of booking (within the 8 appointment categories), falling above the IIF higher threshold (>90%). Sub-ICB comparison shows 3 out of the 5 Staffordshire Sub-ICB locations are in the highest performing quartile nationally for this indicator.



NOTES

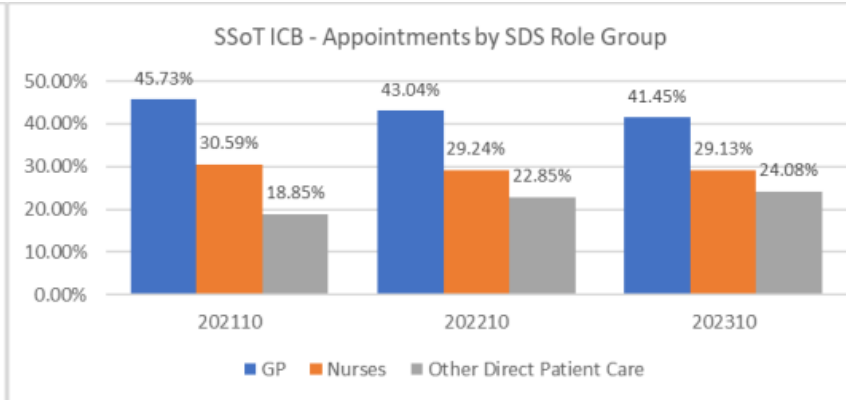
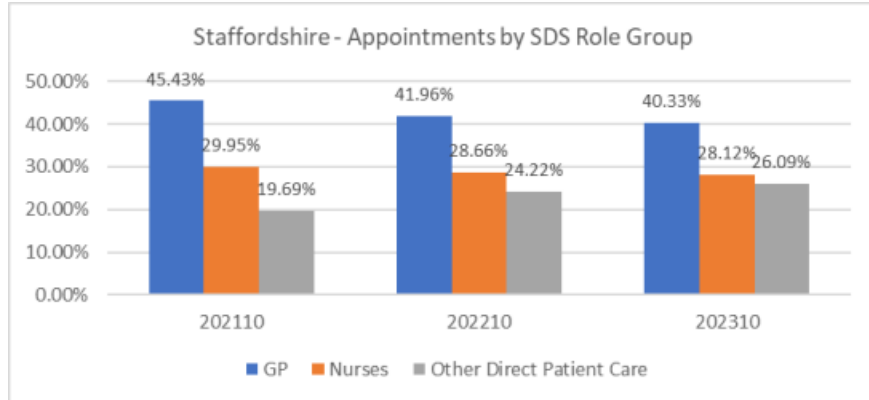
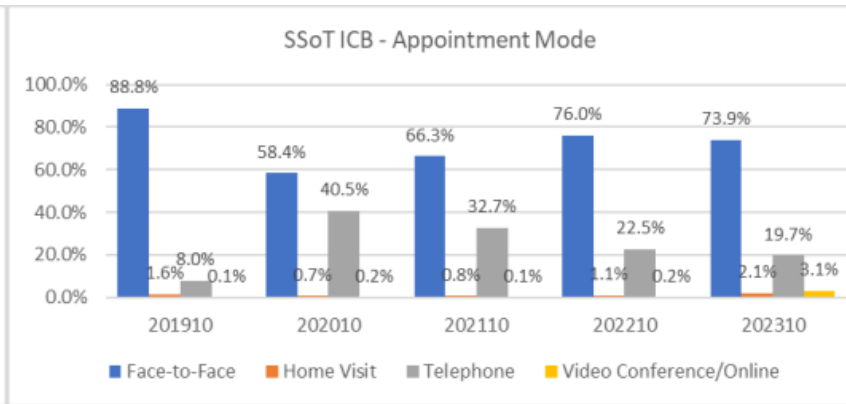
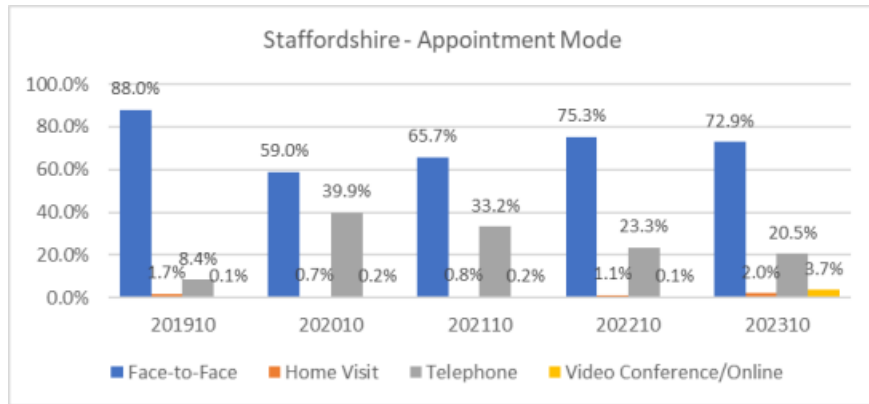
Appointment data: Data source: NHS Digital - Appointments in General Practice (experimental statistics). This is an experimental dataset and the full supporting information should be taken into consideration when interpreting activity in General Practice - [Appointments in general practice: supporting information - NHS Digital](#)

Practice level data is available [Appointments in General Practice - NHS Digital](#) – However, caution should be taken when comparing between practices due to the widespread variations in working methods and appointment recording. Some of the working methods relate to patient choice/preference/demographics.

Due to the sensitivity of this data, it is not for wider circulation.

General Practice Appointment Activity – Staffordshire

Latest available published data:- October 2023 (released monthly)



Summary

Appointment Mode

The % of appointments delivered face-to-face sharply declined early 2020 due to the impact of COVID-19. A year-on-year comparison shows levels have since been increasing, although not to the same % as seen in 2019. The coincides with a decrease to telephone appointments dropping to 20.5% by October 2023. The proportion of Video Consultation appointments, whilst low, has seen a slight increase over recent months.

Health Care Practitioner

Appointments with a GP have seen a slight decline from 2021 to 2023, standing at 40.3% of all appointments within Staffordshire for October 2023. Appointments delivered by other Direct Patient Care roles has increased since 2021, reaching 26.1% for October 2023 (Staffordshire). This is higher than the ICB overall % of appointments delivered by Direct Patient Care staff roles.

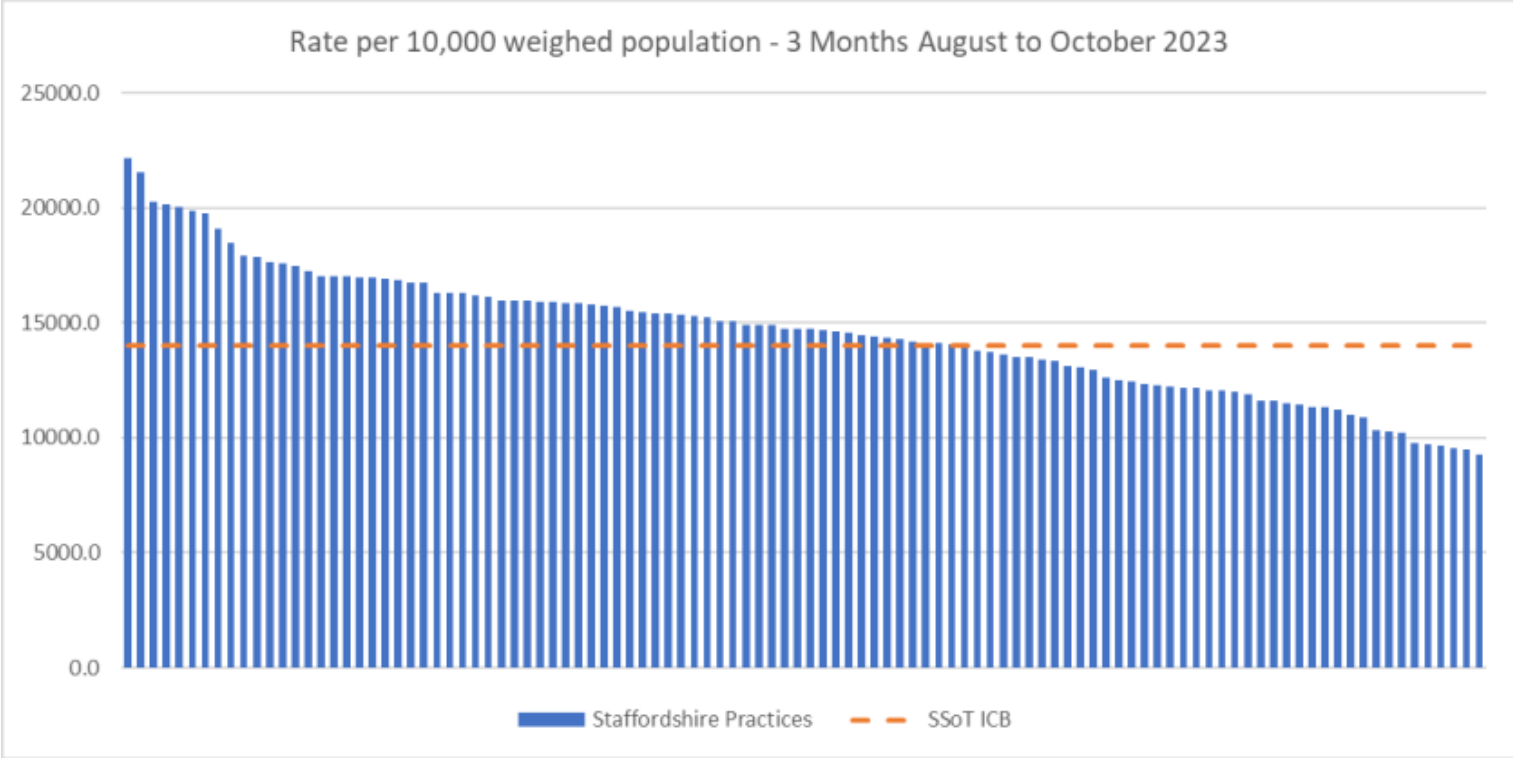
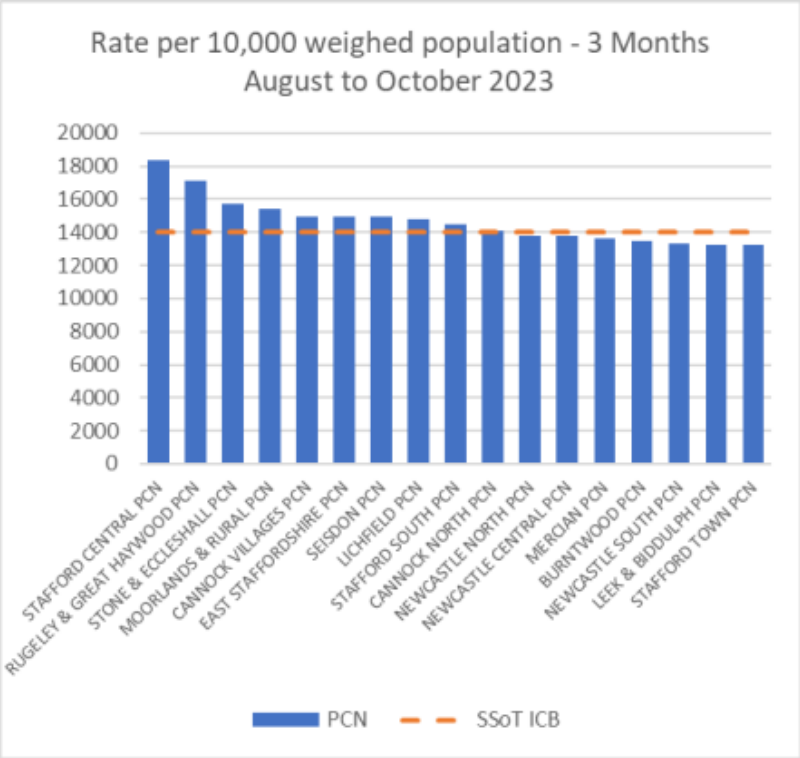
NOTES

Appointment data: Data source: NHS Digital - Appointments in General Practice (experimental statistics). This is an experimental dataset and the full supporting information should be taken into consideration when interpreting activity in General Practice - [Appointments in general practice: supporting information - NHS Digital](#)

Practice level data is available [Appointments in General Practice - NHS Digital](#) – However, caution should be taken when comparing between practices due to the widespread variations in working methods and appointment recording. Some of the working methods relate to patient choice/preference/demographics.

Due to the sensitivity of this data, it is not for wider circulation.

General Practice Appointment Rate per 10,000 – Practice & PCN



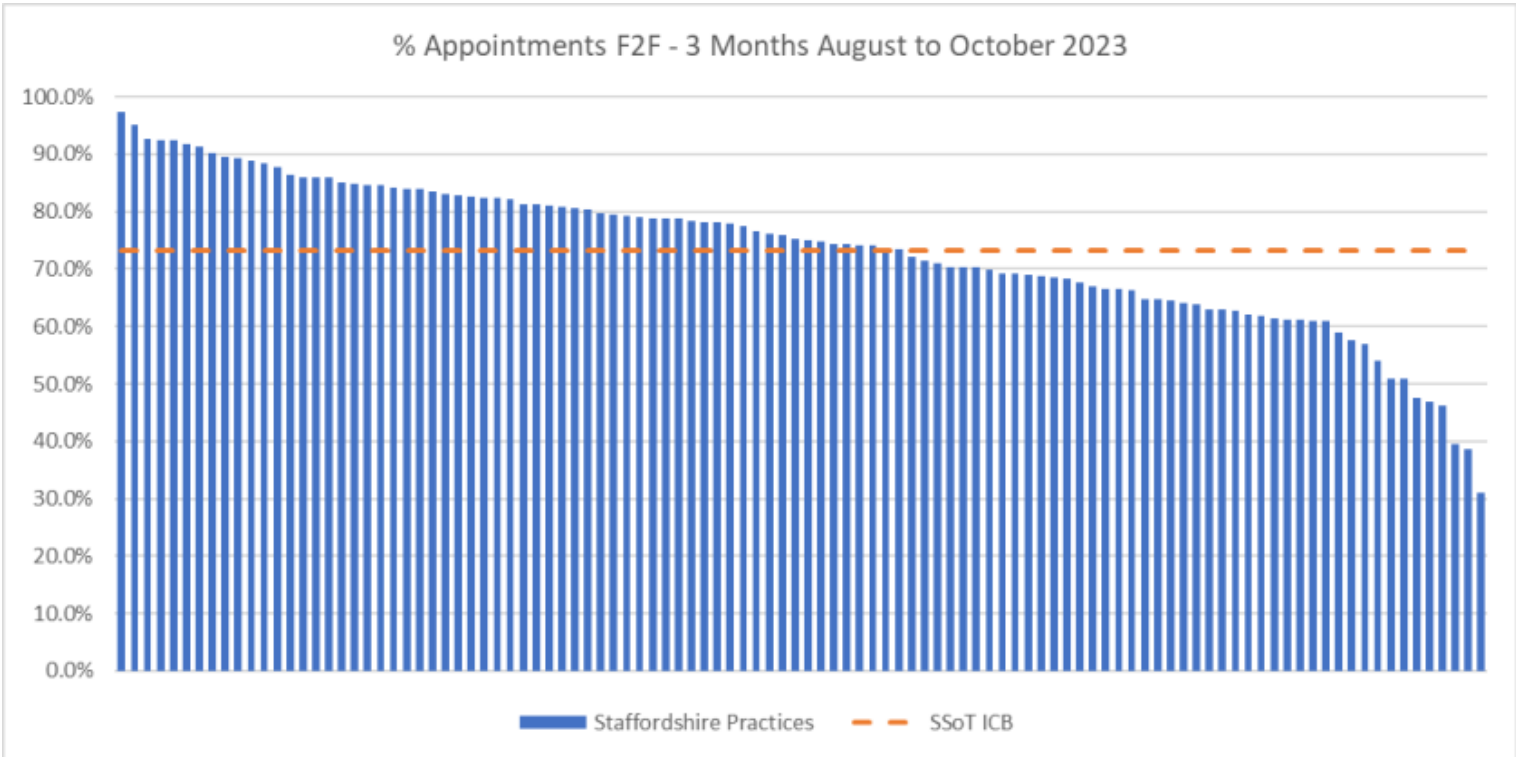
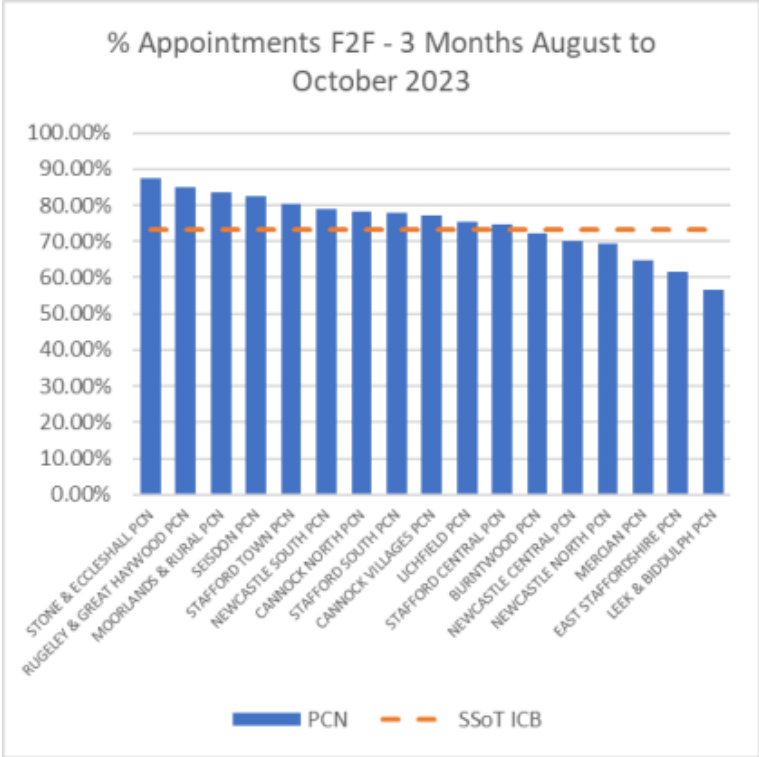
- To note: caution should be taken when comparing between practices due to the widespread variations in working methods and appointment recording. Some of the working methods relate to patient choice/preference/demographics.

NOTES

Appointment data: Data source: NHS Digital - Appointments in General Practice (experimental statistics). This is an experimental dataset and the full supporting information should be taken into consideration when interpreting activity in General Practice - [Appointments in general practice: supporting information - NHS Digital](#)

Due to the sensitivity of this data, it is not for wider circulation.

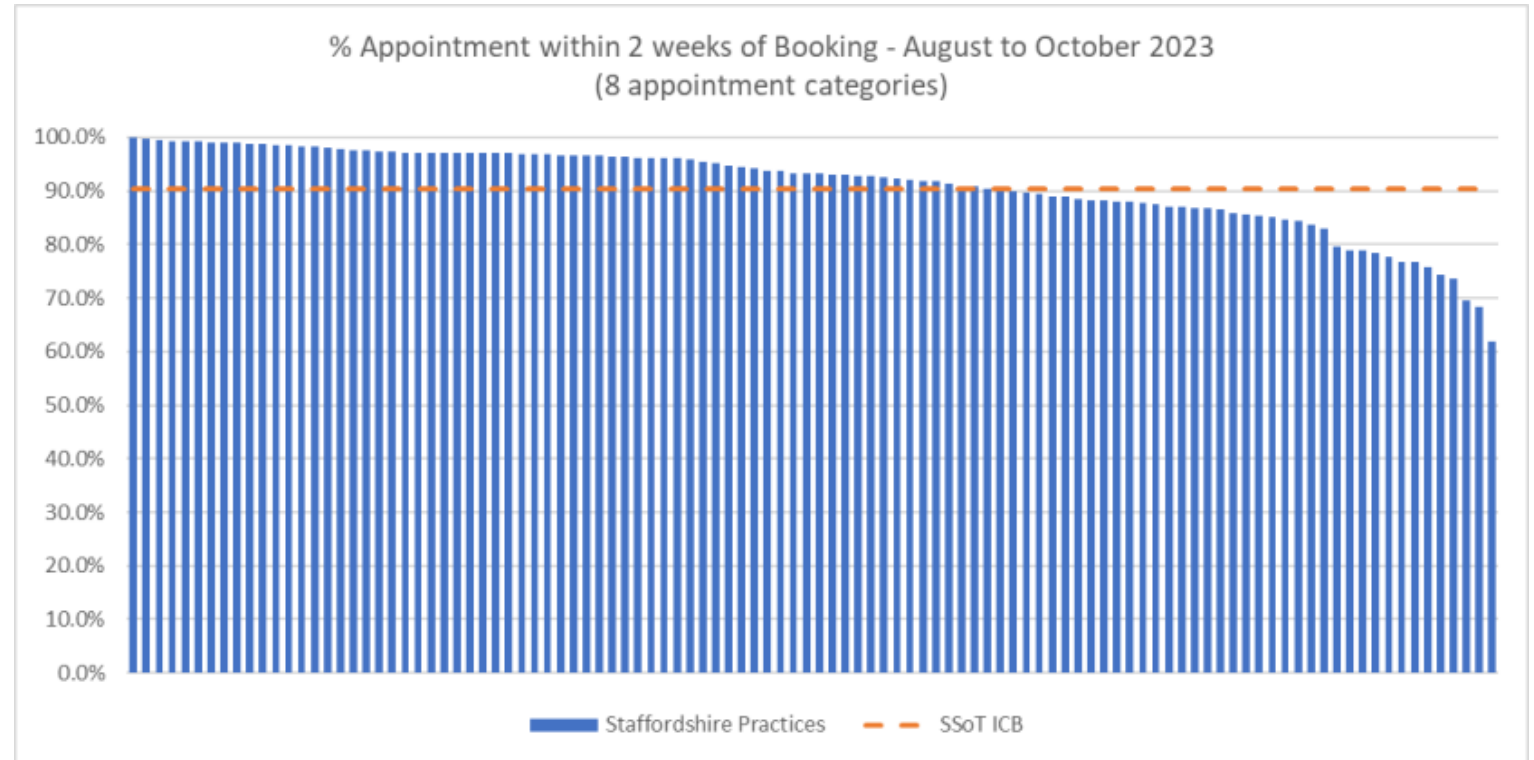
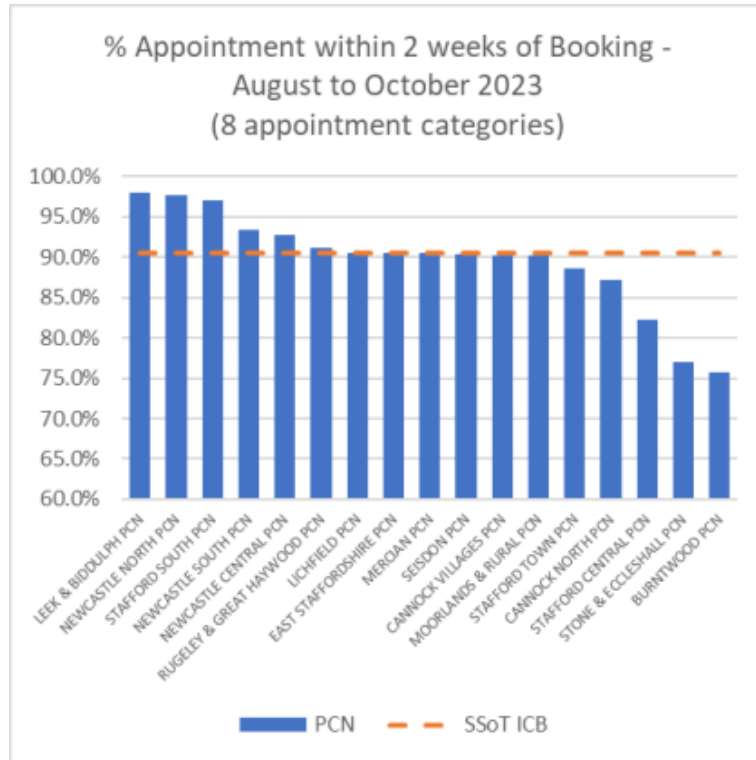
General Practice Appointments - % Face to Face – Practice & PCN



To note: caution should be taken when comparing between practices due to the widespread variations in working methods and appointment recording. Some of the working methods relate to patient choice/preference/demographics.

NOTES
Appointment data: Data source: NHS Digital - Appointments in General Practice (experimental statistics). This is an experimental dataset and the full supporting information should be taken into consideration when interpreting activity in General Practice - [Appointments in general practice: supporting information - NHS Digital](#)
 Due to the sensitivity of this data, it is not for wider circulation.

General Practice Appointments - % within 2 weeks from Time of Booking– Practice & PCN



- To note: caution should be taken when comparing between practices due to the widespread variations in working methods and appointment recording. Some of the working methods relate to patient choice/preference/demographics.

NOTES

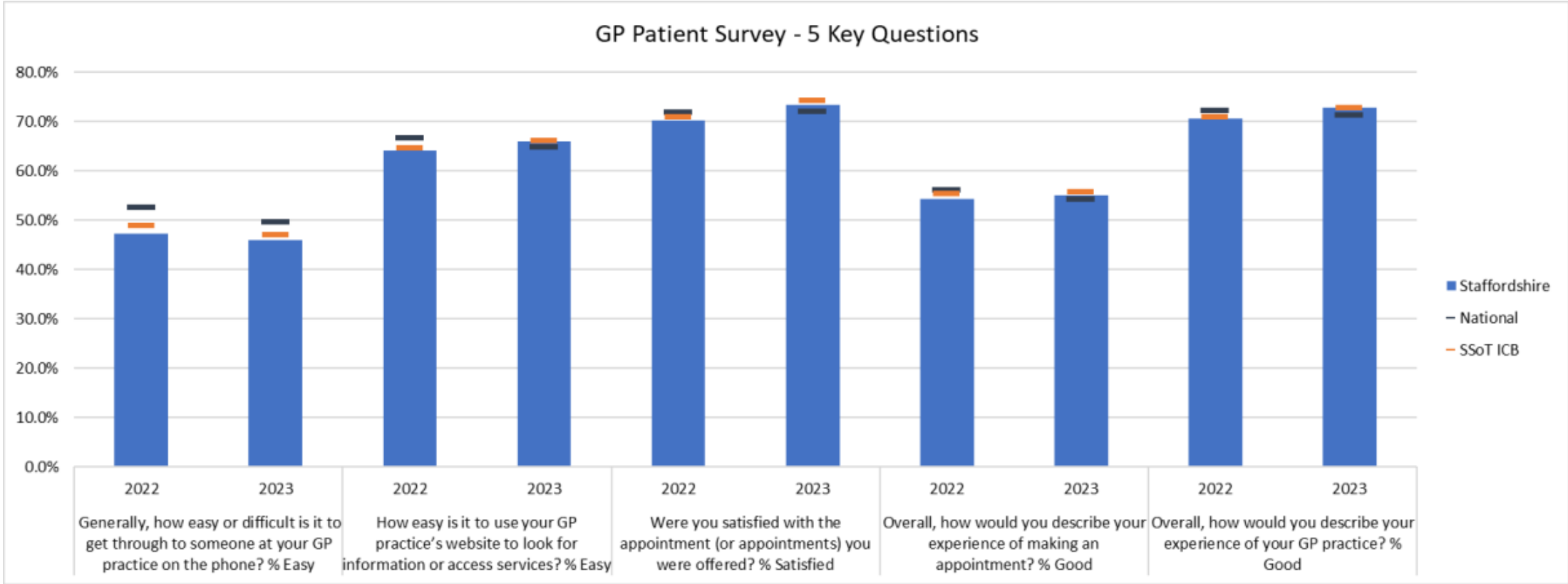
Appointment data: Data source: NHS Digital - Appointments in General Practice (experimental statistics). This is an experimental dataset and the full supporting information should be taken into consideration when interpreting activity in General Practice - [Appointments in general practice: supporting information - NHS Digital](#)

Due to the sensitivity of this data, it is not for wider circulation.

National Patient Survey – Key Questions

- The National Patient Survey is taken annually and the most recent results were published in July 2023.
- There are five key questions within the survey.
- The Staffordshire Sub ICB Location combined GP Patient Survey results saw a slight improvement from 2022 to 2023 for 4 out of the 5 key questions.

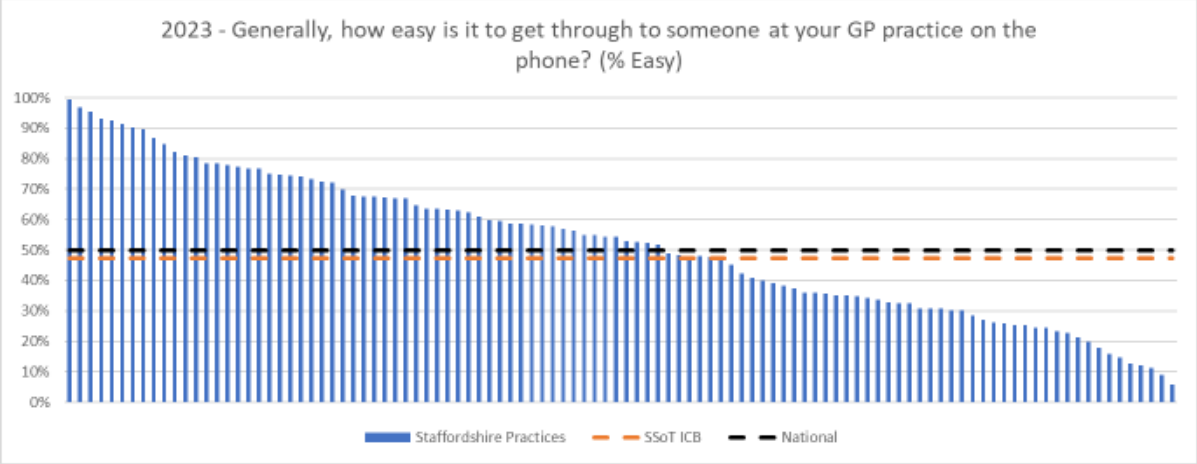
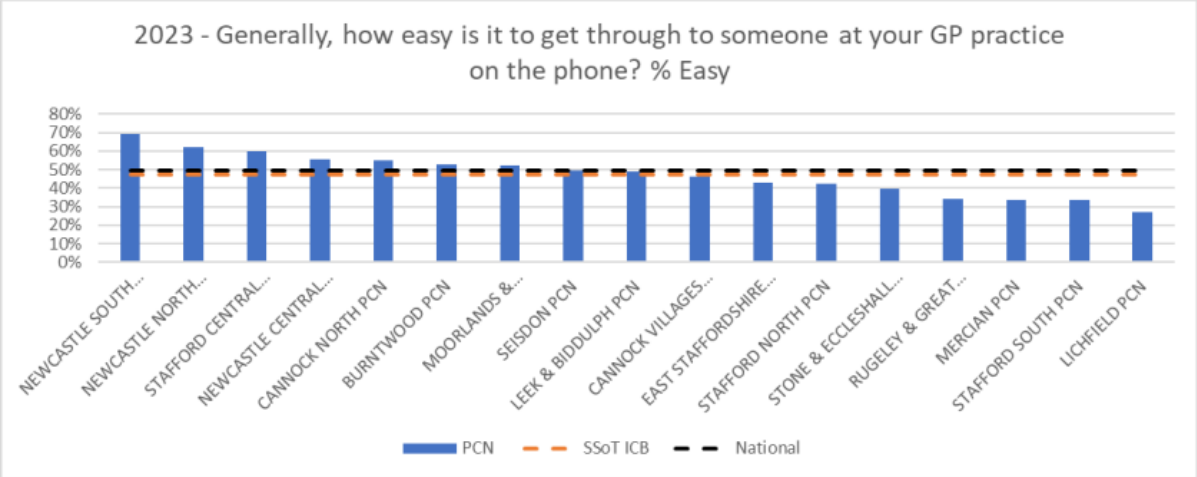
GP Patient Survey 2023



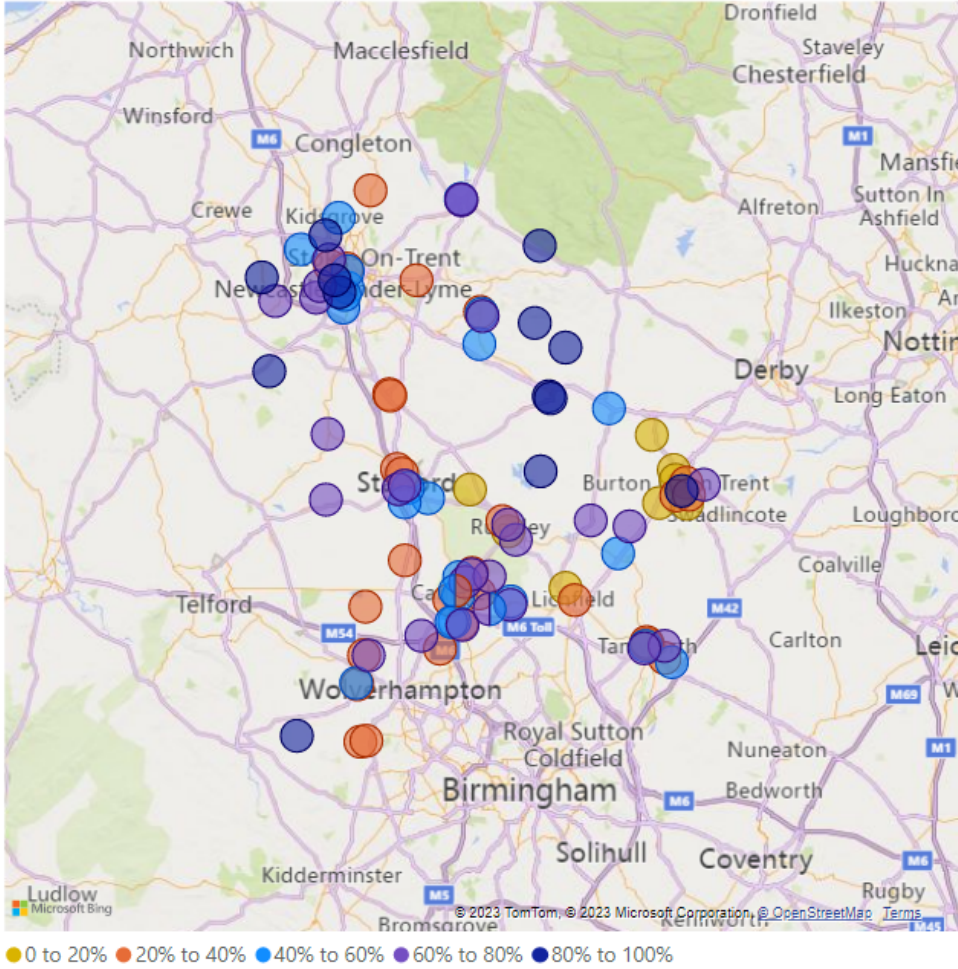
The Staffordshire Sub ICBs combined GP Patient Survey results saw a slight improvement from 2022 to 2023 for 4 out of the 5 key questions. The results were also higher than national for these 4 key questions.

Data Source: [Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)
 Due to the sensitivity of this data, it is not for wider circulation.

GP Patient Survey 2023 – Ease of getting through by phone



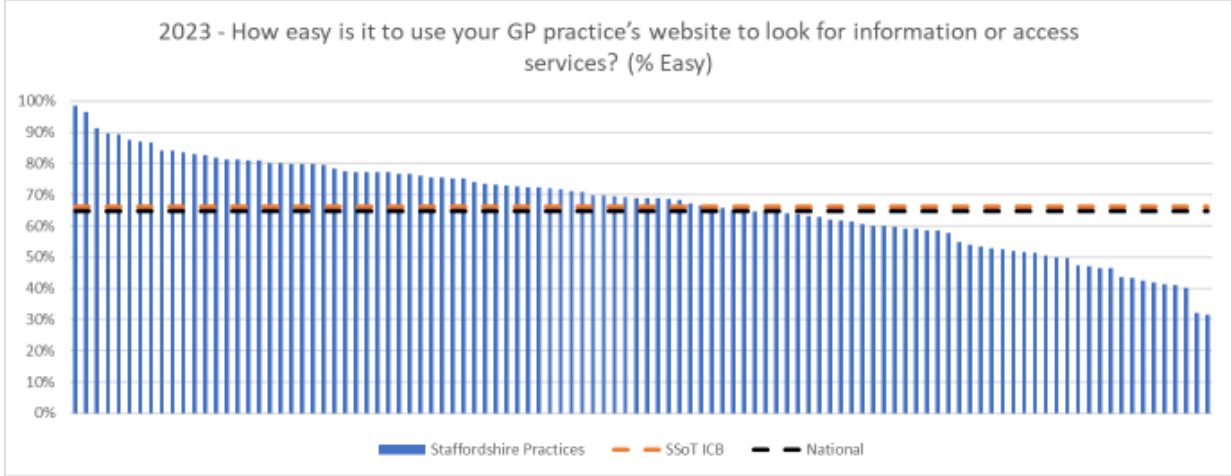
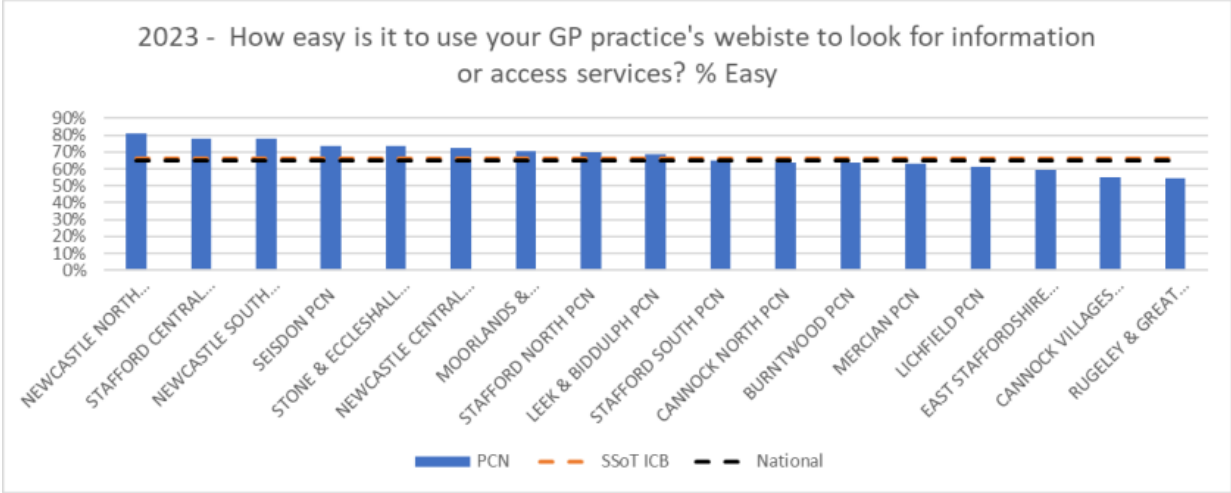
2023 - Generally, how easy is it to get through to someone at your GP practice on the phone? (% Easy)



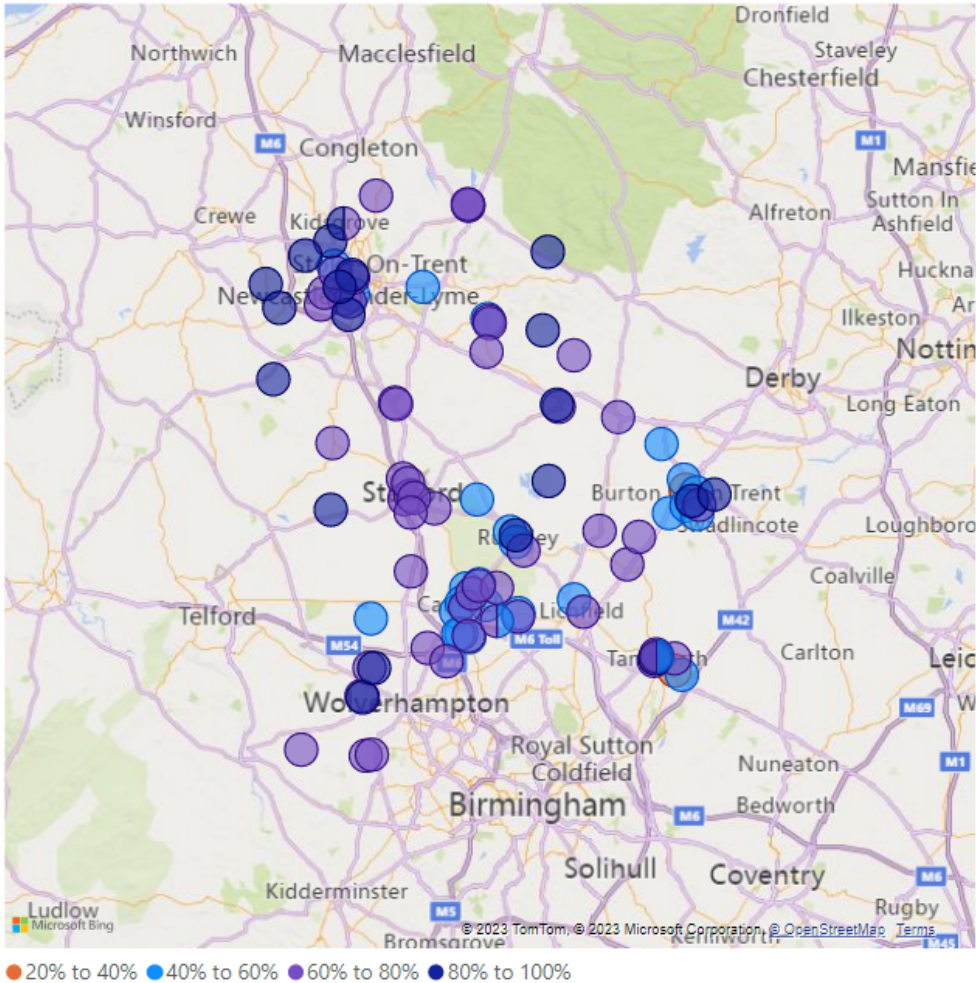
Data Source: [Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)

Due to the sensitivity of this data, it is not for wider circulation.

GP Patient Survey 2023 – GP Practice Website



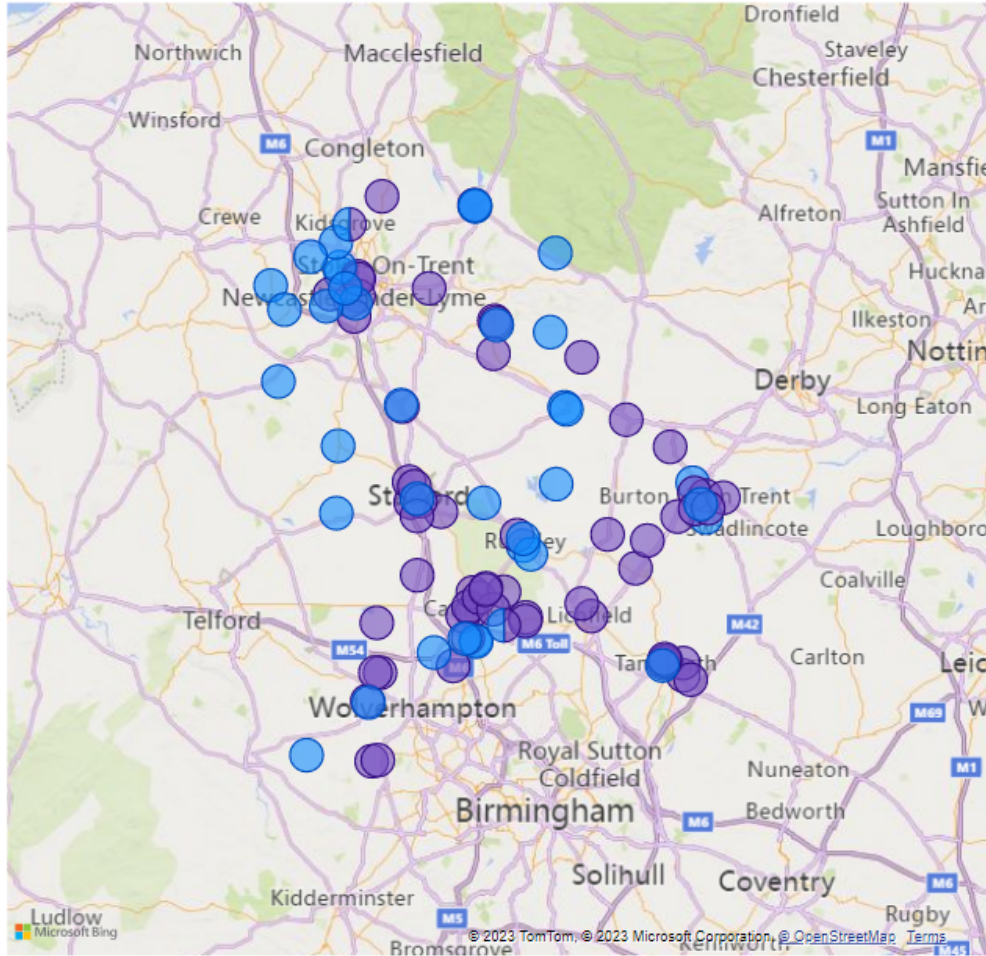
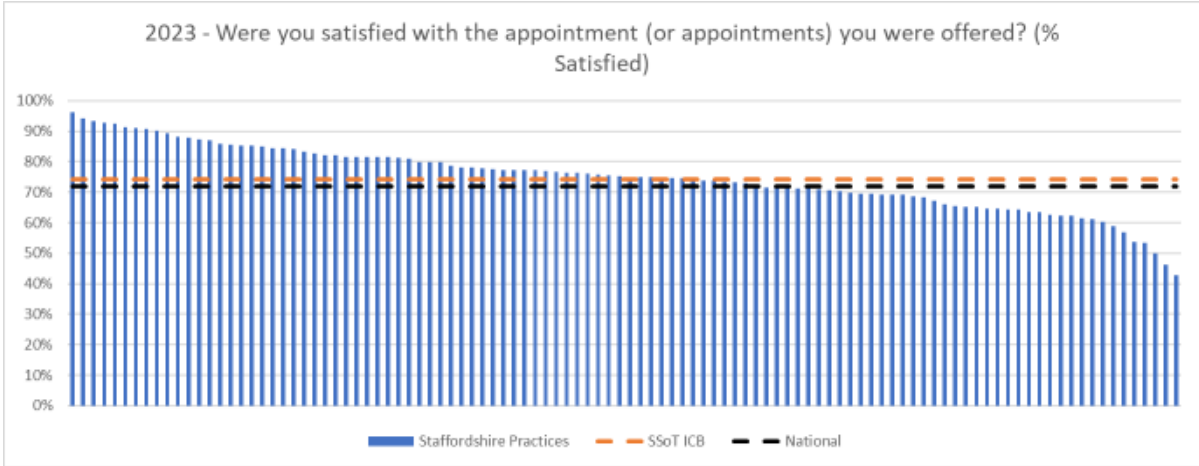
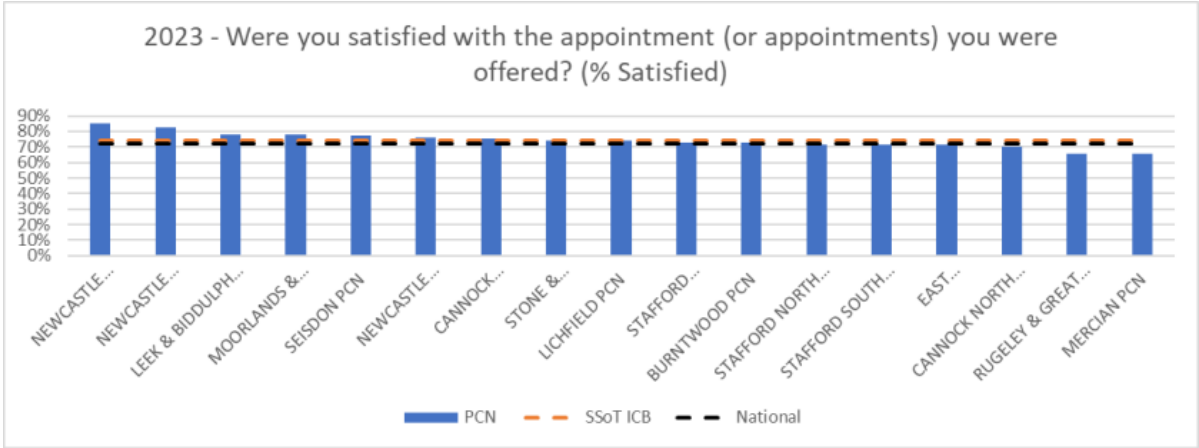
2023 - How easy is it to use your GP practice's website to look for information or access services? (% Easy)



Data Source: [Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)
 Due to the sensitivity of this data, it is not for wider circulation.

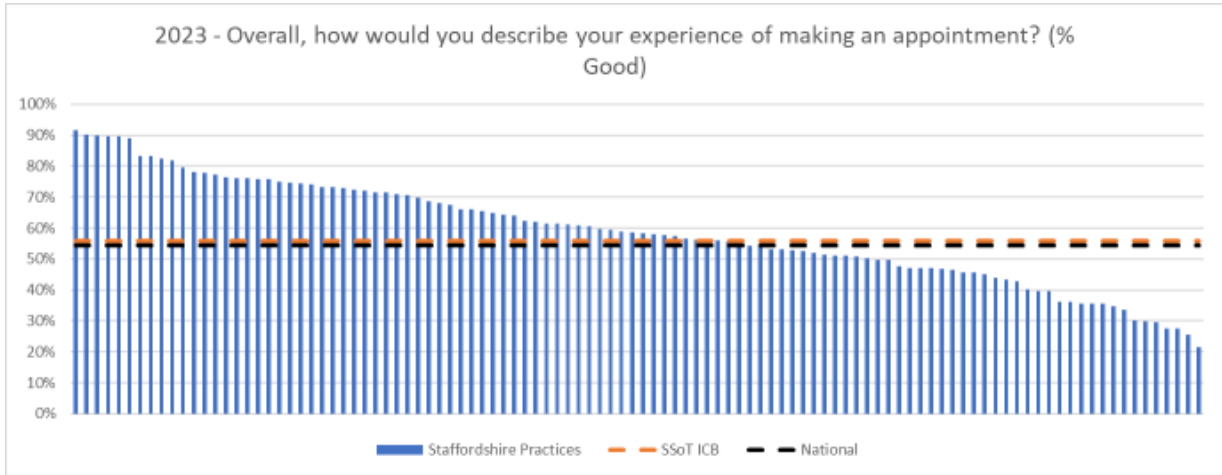
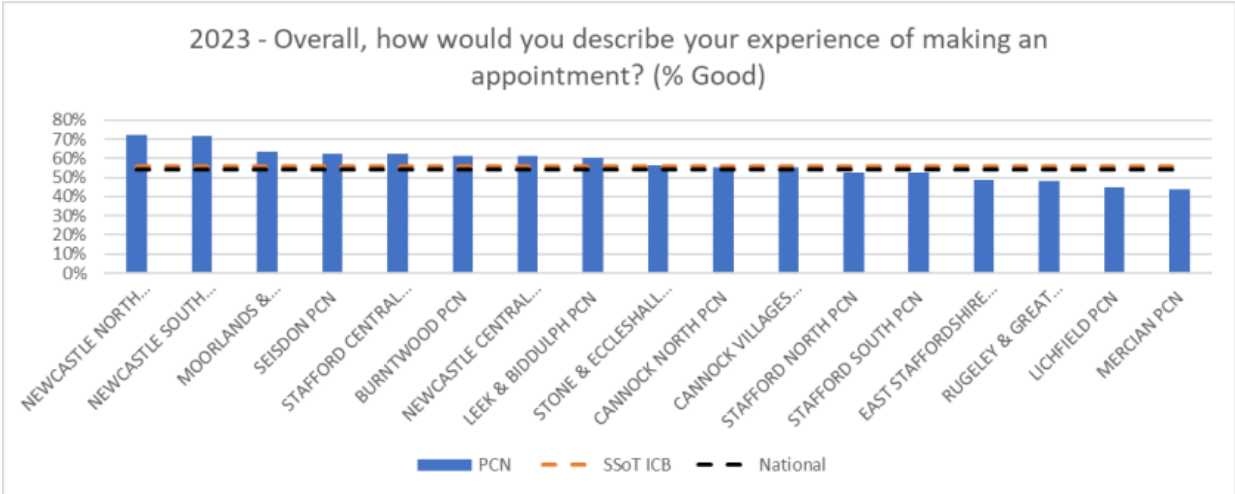
GP Patient Survey 2023 – Satisfaction with appointment

2023 - Were you satisfied with the appointment (or appointments) you were offered? (% Satisfied)

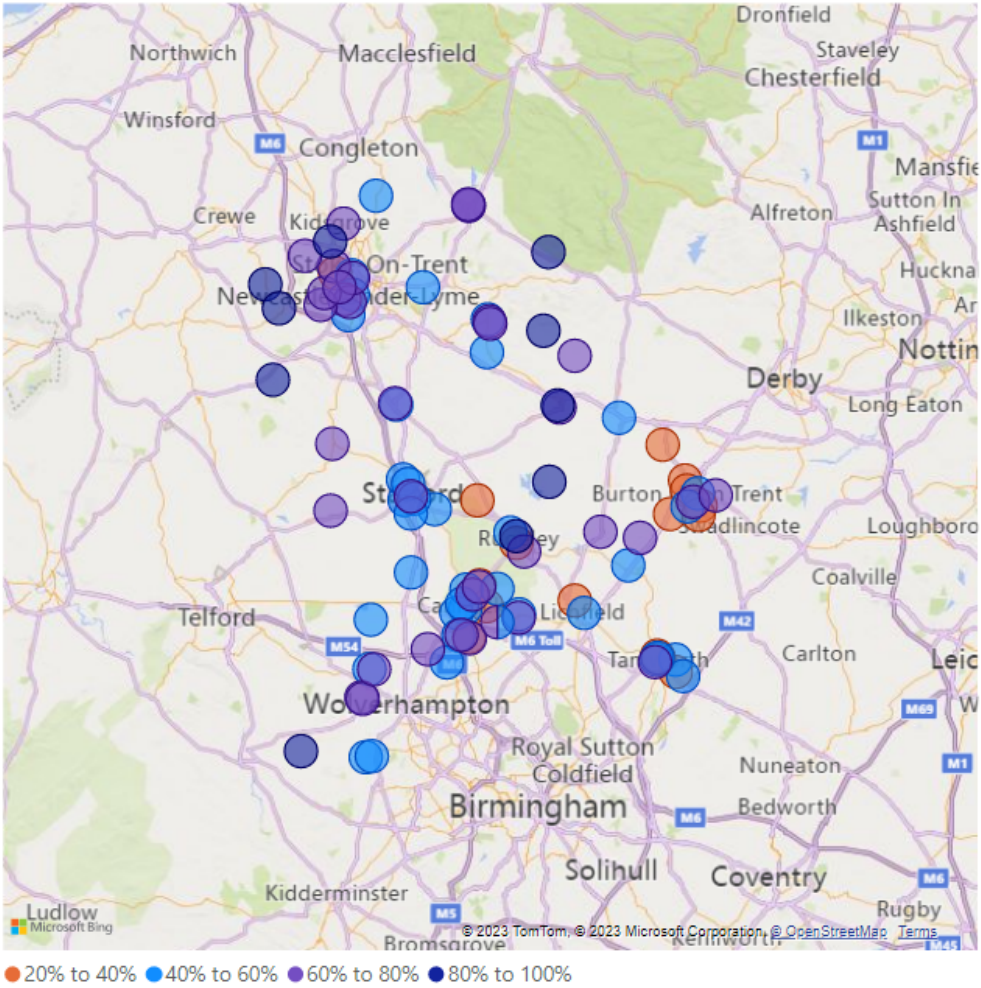


Data Source: [Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk/survey-reports)
 Due to the sensitivity of this data, it is not for wider circulation.

GP Patient Survey 2023 – Overall Experience of Making an Appointment

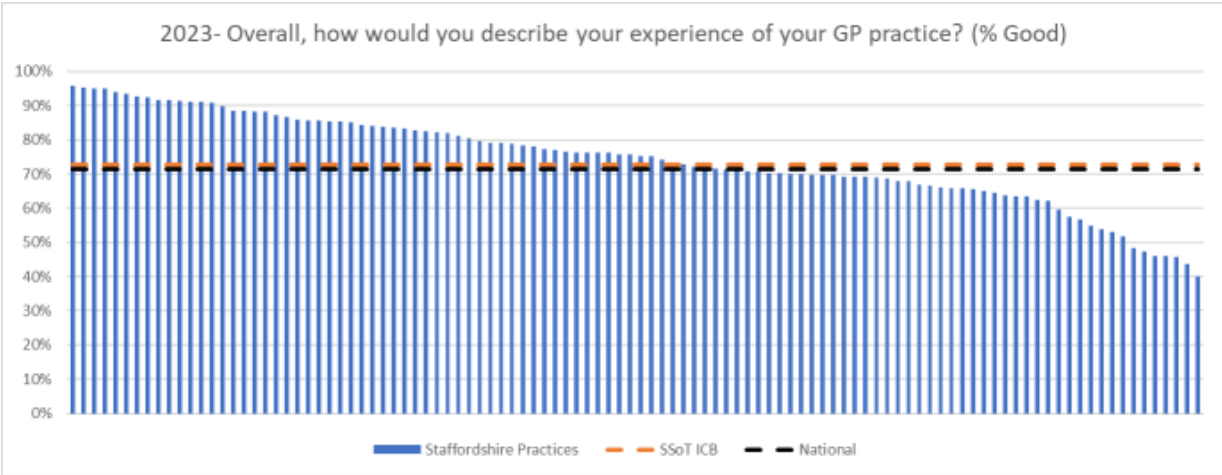
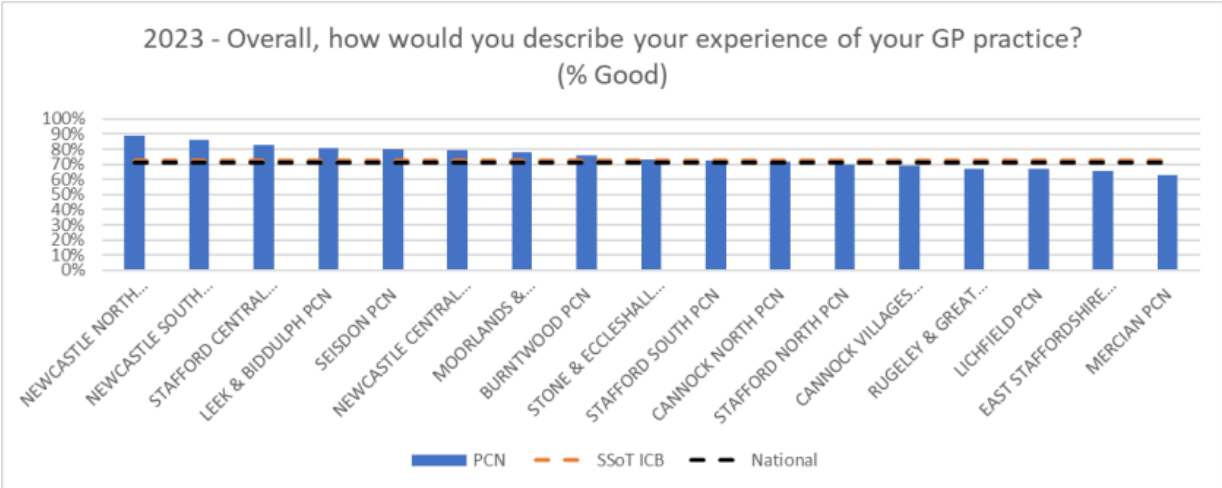


2023 - Overall, how would you describe your experience of making an appointment? (% Good)

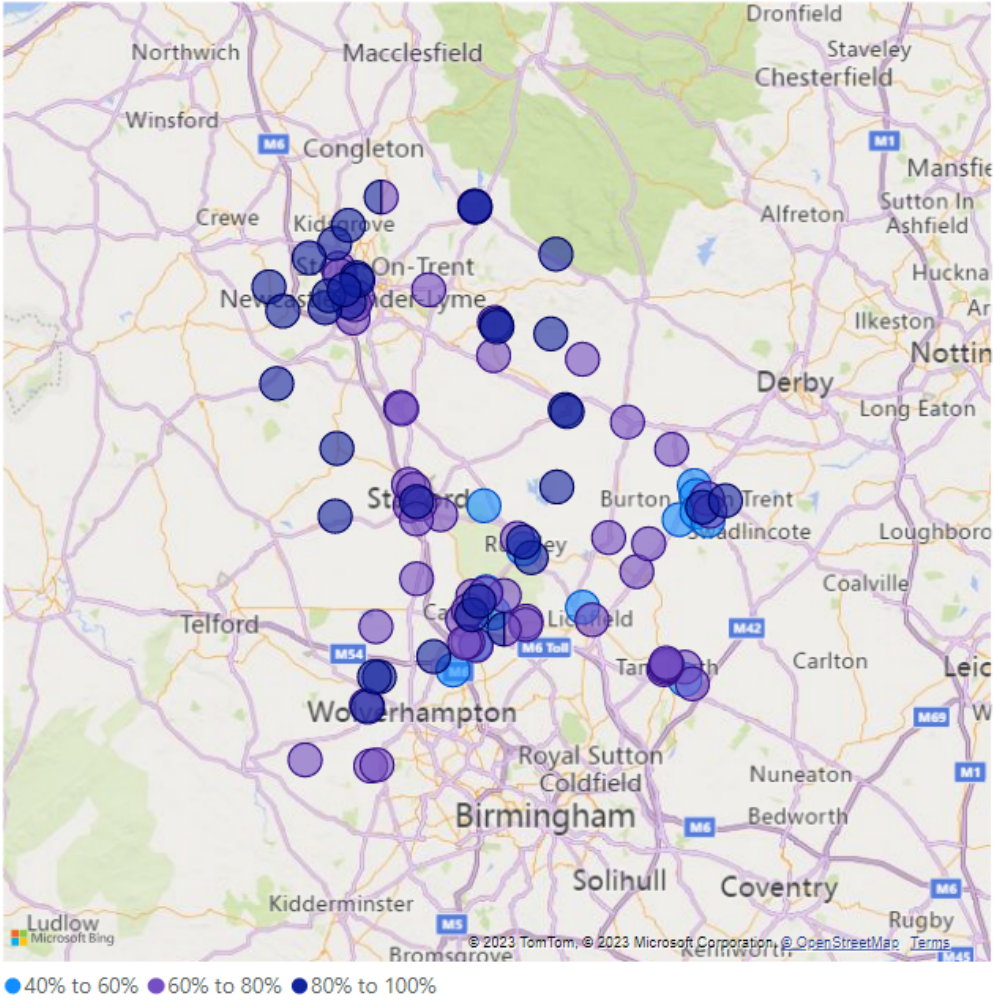


Data Source: [Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)
 Due to the sensitivity of this data, it is not for wider circulation.

GP Patient Survey 2023 – Overall Experience



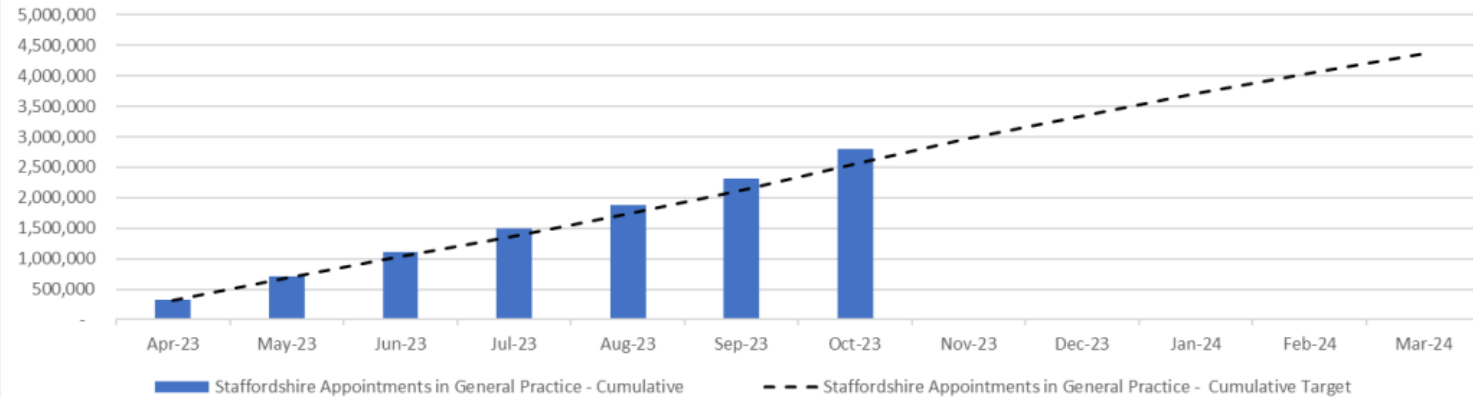
2023 - Overall, how would you describe your experience of your GP practice? (% Good)



Data Source: [Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)
 Due to the sensitivity of this data, it is not for wider circulation.

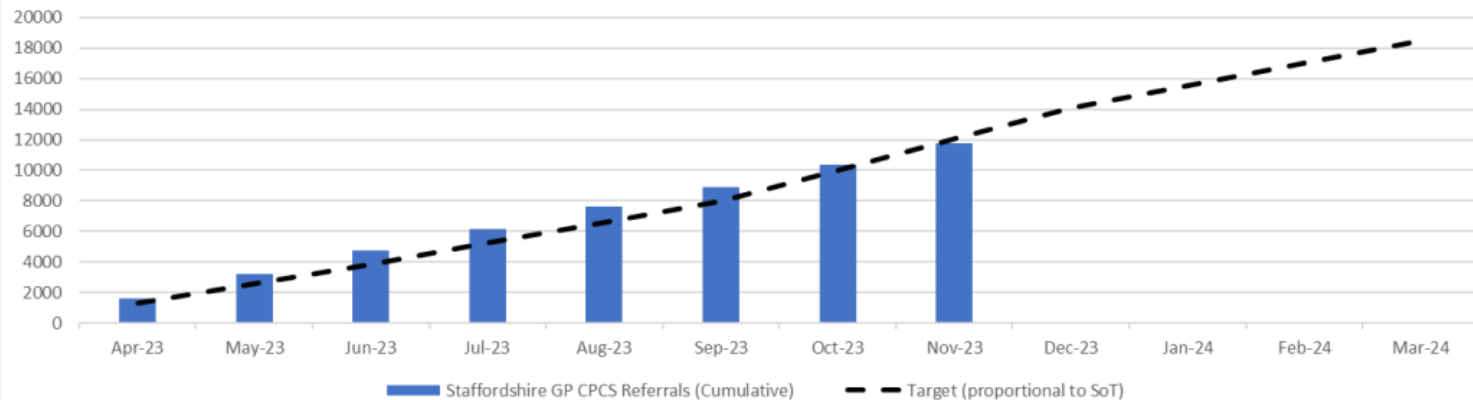
Staffordshire – Appointments & Community Pharmacy Consultation Service Referrals (Actual vs ICB Plan)

Staffordshire Appointments in General Practice (cumulative) vs 2023/24 Target



2023/24 YTD (Apr to Oct)	
Appointments vs Target	
ICB Appointments in General Practice - Cumulative	3,651,757
ICB Appointments in General Practice - Cumulative Target	3,390,916
ICB Appointments vs Target	108%
Staffordshire Appointments in General Practice - Cumulative	2,795,908
Staffordshire Appointments in General Practice - Cumulative Target	2,554,672
Staffordshire Appointments vs Target	109%

Staffordshire GP CPCS Referrals (Cumulative) vs 2023/24 Target

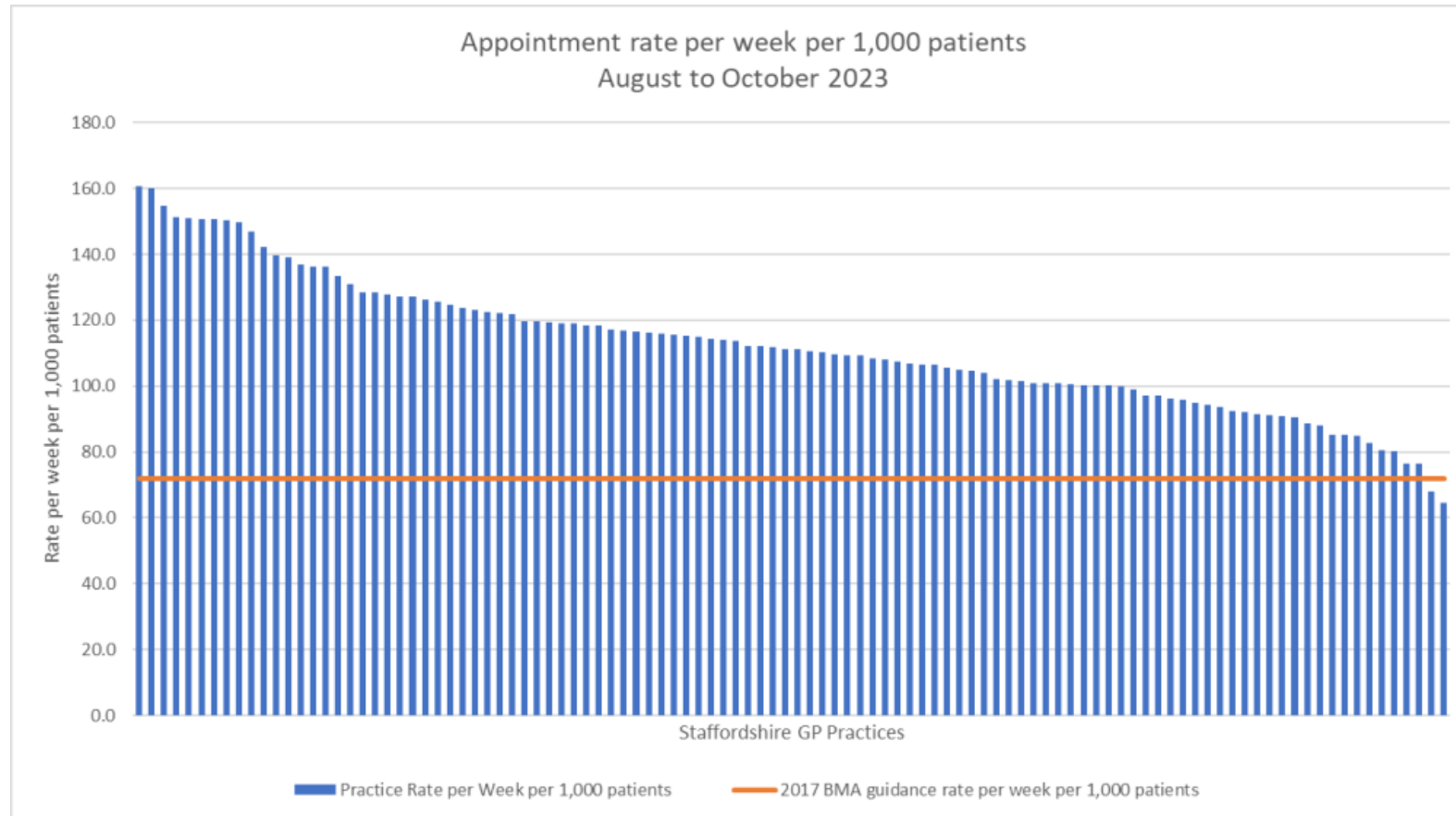


2023/24 YTD (Apr to Nov)	
GP CPCS Referrals vs Target	
ICB GP CPCS Referrals - Cumulative	17,414
ICB GP CPCS Referrals - Cumulative Target	16,000
ICB GP CPCS Referrals vs Target	109%
Staffordshire CPCS Referrals - Cumulative	11,798
Staffordshire CPCS Referrals - Cumulative Target	12,054
Staffordshire CPCS Referrals vs Target	98%

NOTES

Data Sources: NHS Digital - Appointments in General Practice, NHS Futures – Midlands Community Pharmacy Integration workspace, 2023/24 Operational Plan.

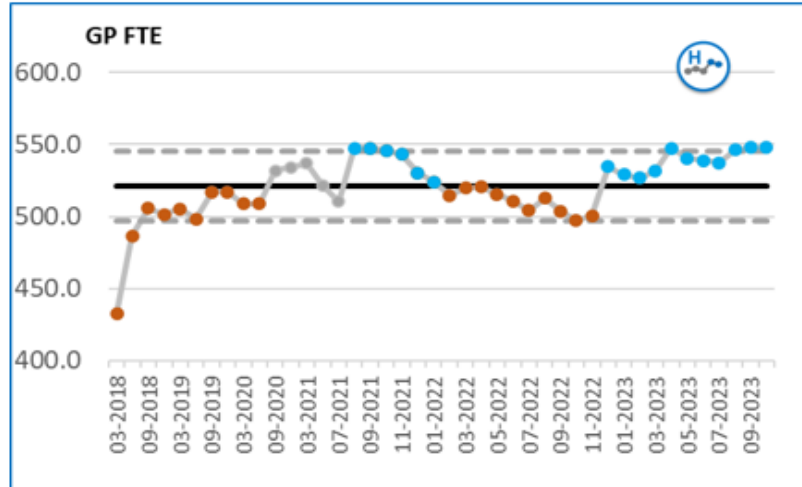
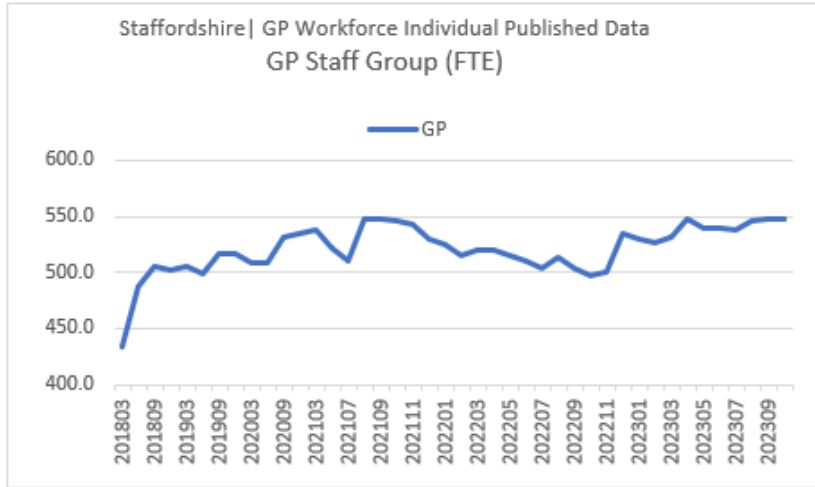
Appointments against British Medical Association Guidance



General Practice Workforce

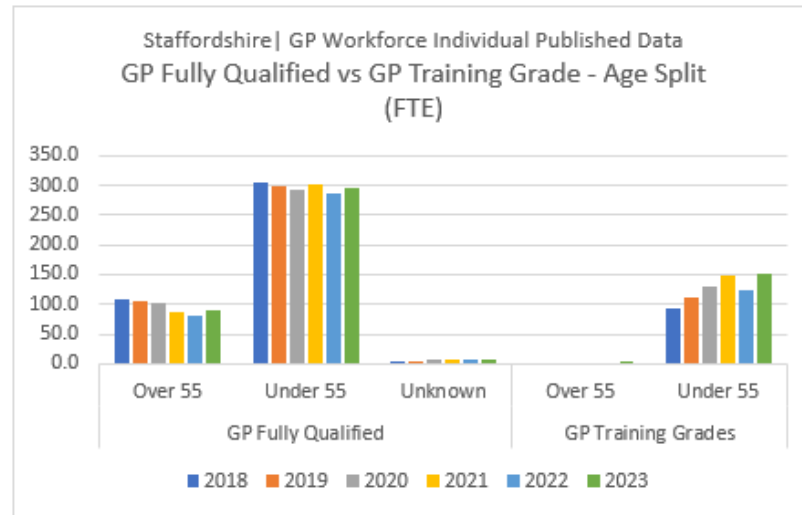
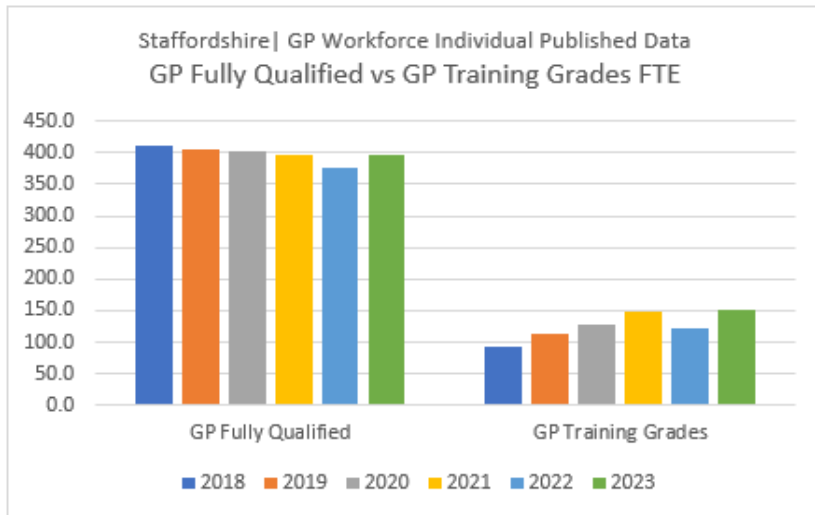
- There is a changing picture to the general practice workforce
- Fewer qualified GPs and an increase in Advanced Nurse Practitioners
- An increase to additional roles in general practice – healthcare assistants, paramedics, pharmacists, nursing associates, care co-ordinators, mental health practitioners, physiotherapists, dieticians.

General Practice Workforce – GP FTE



From September 2018 General Practitioner (GP) FTE steadily increased reaching a peak of 547.7 during September 2021. GP FTE then declined during 2022, dropping consistently below the mean of 521.0 FTE. Throughout 2023 GP FTE levels have increased and continue to remain above the mean, reaching a peak of 547.9 during September 2023.

Overall, there was an 8.3% increase from September 2018 to October 2023 from 505.8 to 547.7 FTE.



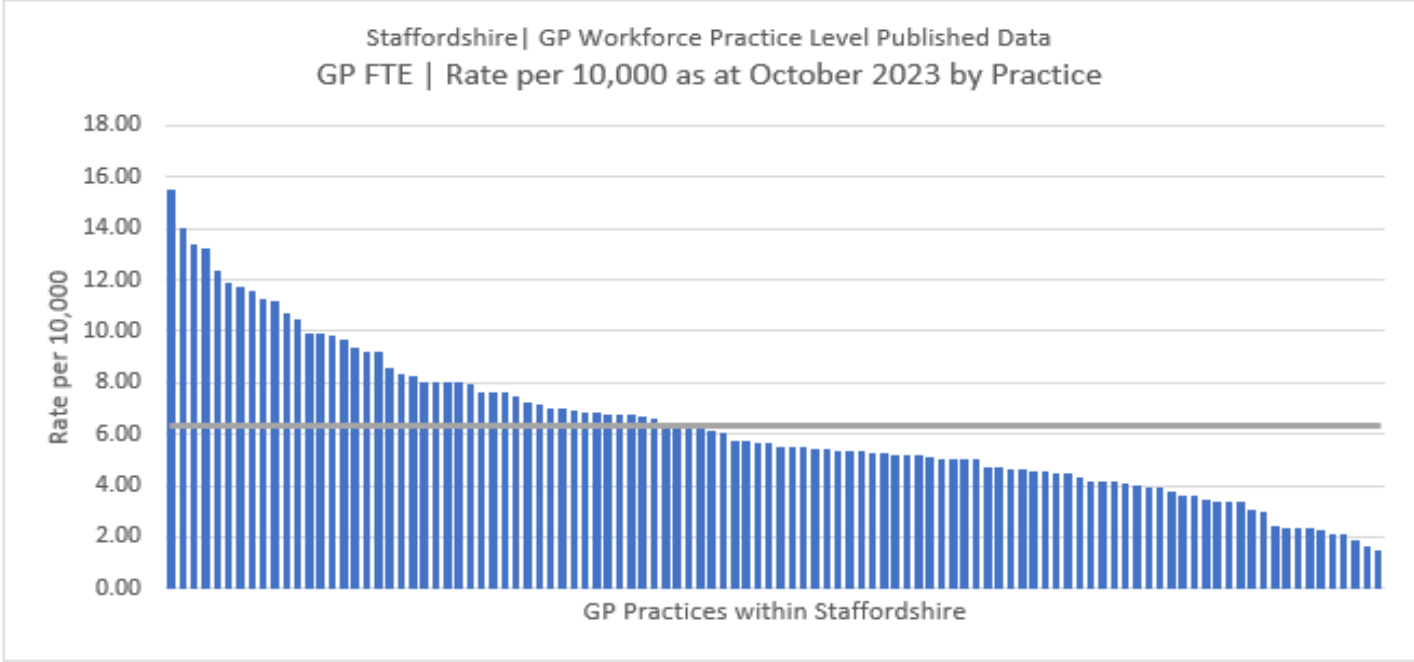
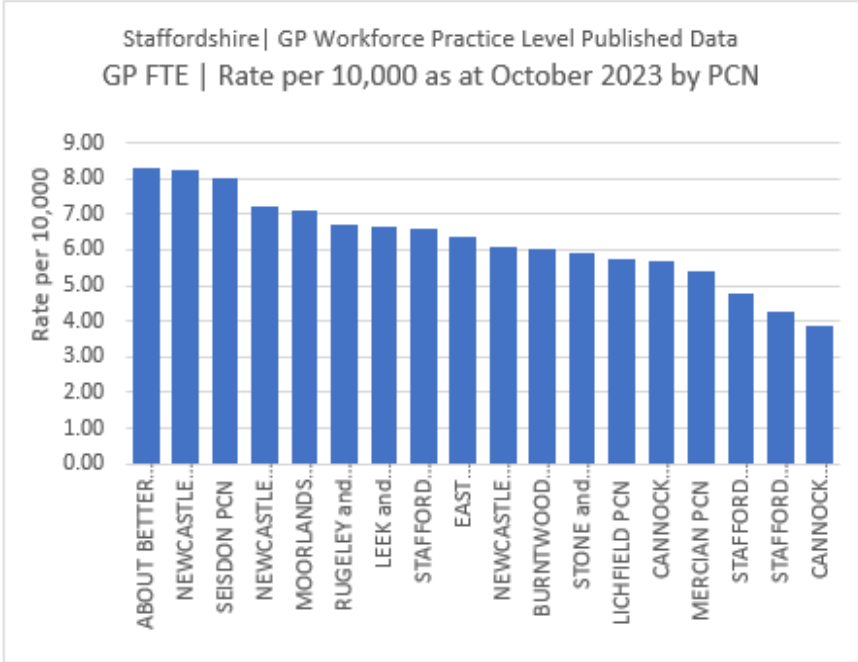
GPs (Fully Qualified) has seen a 4% decrease in FTE from 411.6 in 2018 to 395.3 in 2023, with the 'Over 55' age bracket FTE decreasing by 15% from 107.3 to 91.1. The 'Under 55' FTE age range has remained consistent.

GP (Training Grades) has seen an increase of 62% in FTE from 94.2 in 2018 to 152.4 in 2023.

Data Source: NHS Digital - [General Practice Workforce - NHS Digital](#)

Data points are Sept/Oct due to data availability. Due to the sensitivity of this data, it is not for wider circulation.

General Practice Workforce – GP FTE Rate per 10,000

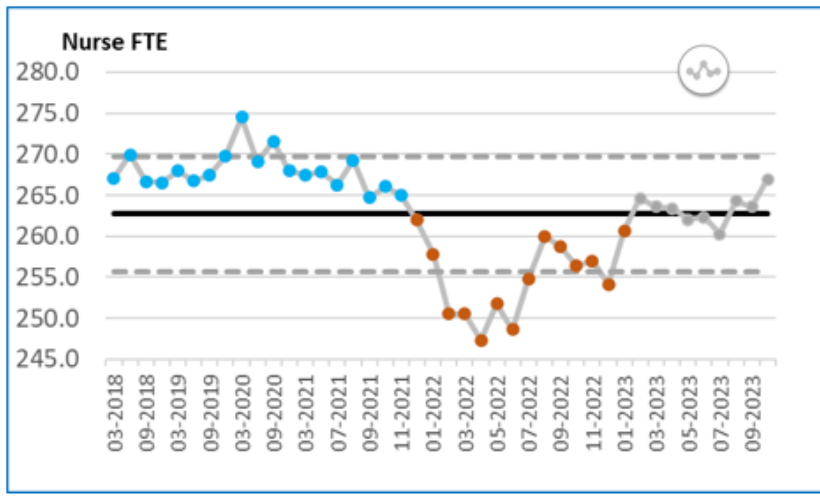
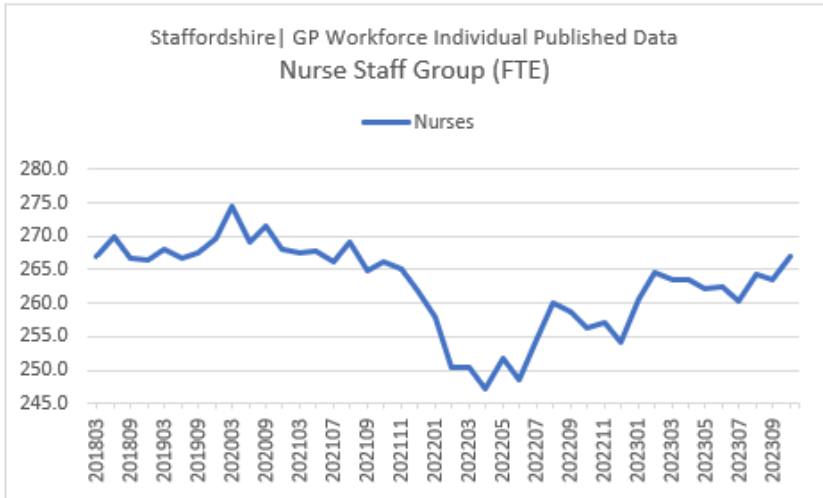


For October 2023, 43% of practices are above the average rate per 10,000 for GP FTE of 6.31.

The rate ranges from 15.51 down to 1.51.

Data Source: NHS Digital - [General Practice Workforce - NHS Digital](#)
Due to the sensitivity of this data, it is not for wider circulation.

General Practice Workforce – Nurse FTE

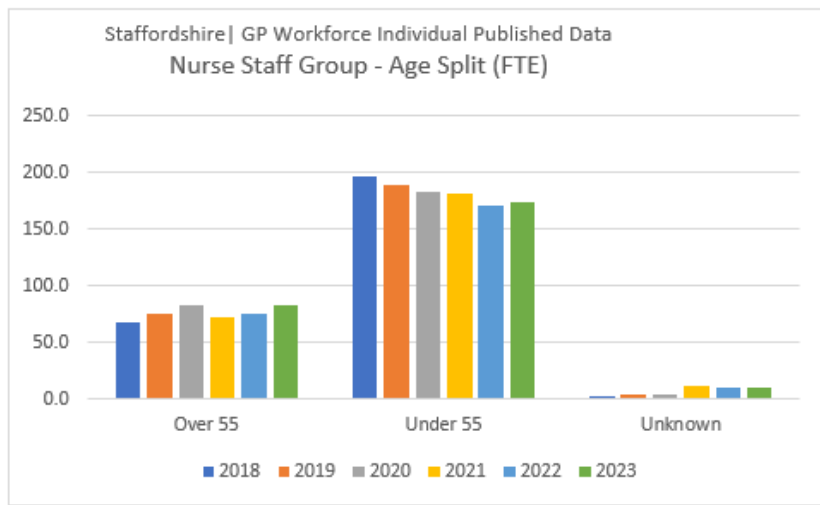
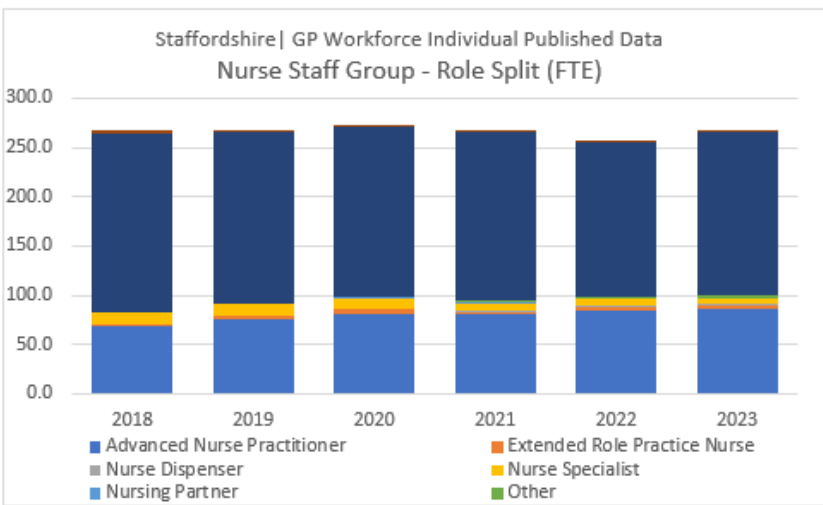


Nurse FTE stayed consistent from March 2018 until November 2021. Between December 2021 and Jan 2023 FTE dropped below the mean of 262.7. From Feb 2023 FTE has seen an increase, with October 2023 at 267.

The Over 55 age group has increased from 25% of Nurse FTE in 2018 to 31% in October 2023.

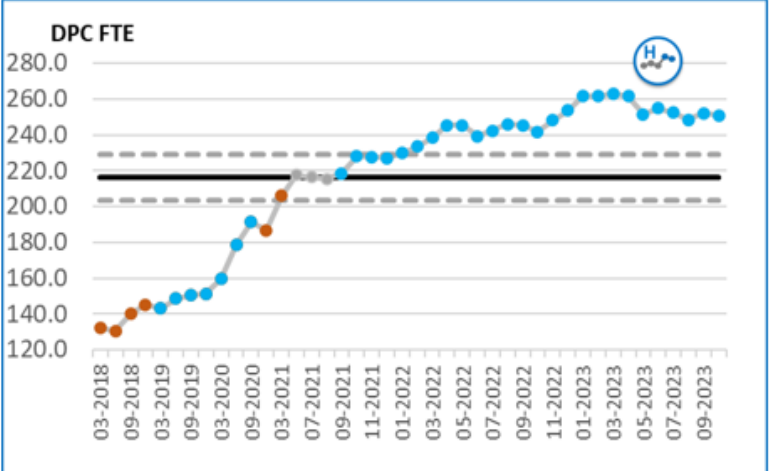
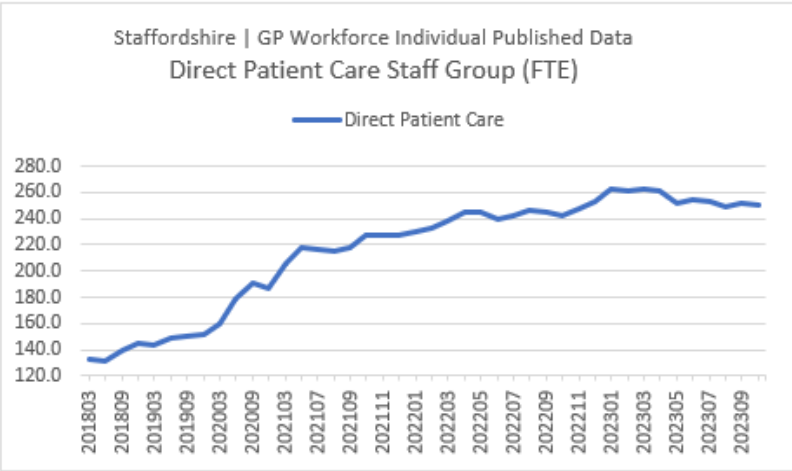
Advanced Nurse Practitioner roles have had an increase in FTE from 68.7 in 2018 to 86.4 in October 2023.

Nurse Specialist, Practice Nurse & Trainee Nurse roles have decreased from 2018 to 2023



Data Source: NHS Digital - [General Practice Workforce - NHS Digital](#)
Data points are Sept/Oct due to data availability . Due to the sensitivity of this data, it is not for wider circulation.

General Practice Workforce – Direct Patient Care FTE

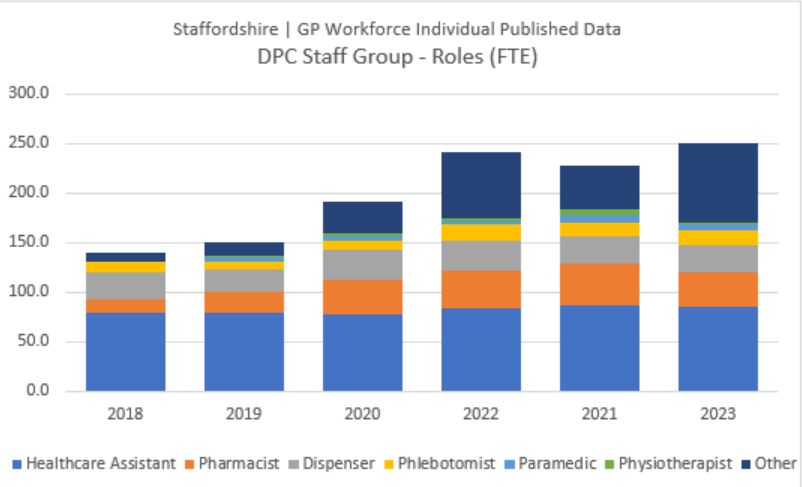


DPC FTE has shown consistent improvement from 132 FTE in March 2018 to 250.9 FTE in October 2023.

The mean FTE for this time period is 216.2 with the highest point being March 2023 at 263 FTE.

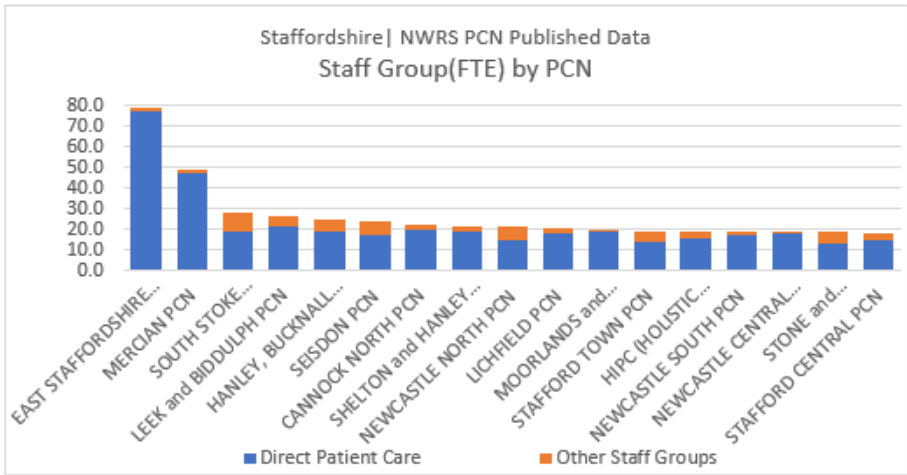
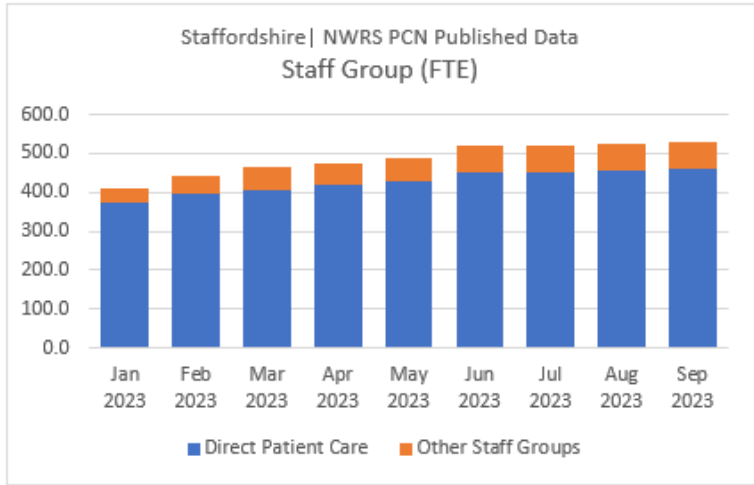
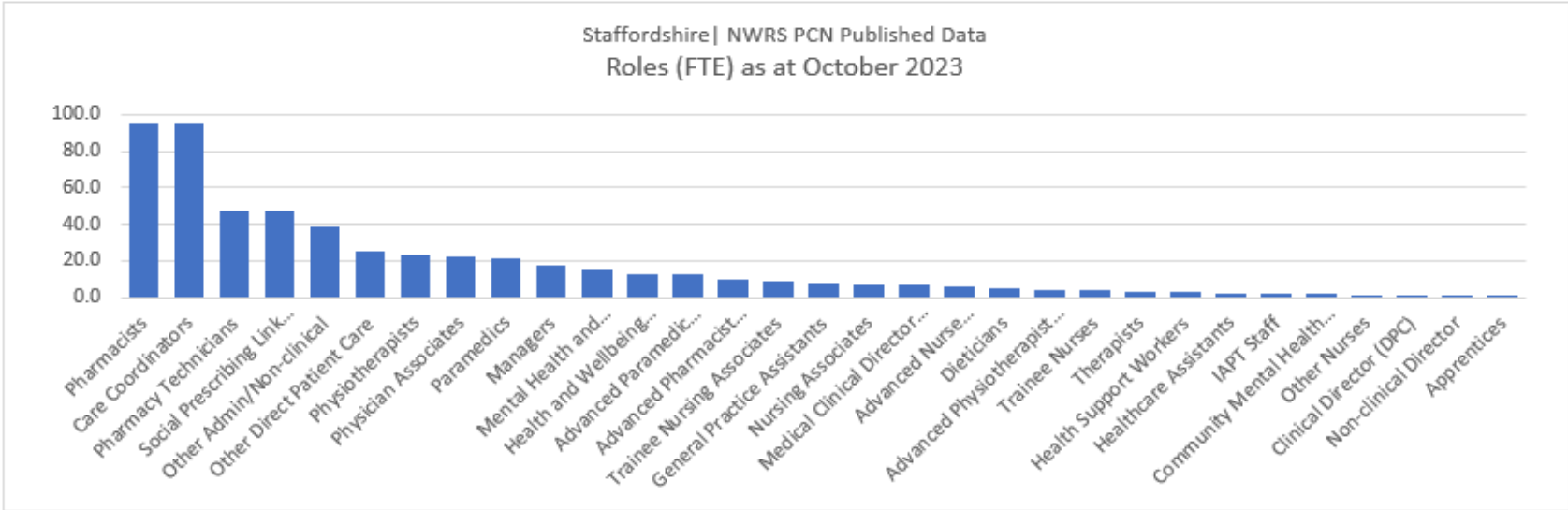
There is a 79.3% increase from September 2018 to October 2023 from at 139.9 to 250.9 FTE.

The largest FTE increases are within the Pharmacist, Physician Associate and Pharmacy Technician staff roles.



Data Source: NHS Digital - [General Practice Workforce - NHS Digital](#)
 Data points are Sept/Oct due to data availability . Due to the sensitivity of this data, it is not for wider circulation.

PCN Workforce



PCN breakdown is not based on registered population size

PCN Workforce has steadily increased month on month from January 2023 onwards.

From January to October 2023 there has been 33% increase in FTE from 411.1 to 546.3.

The Direct Patient Care Staff Group increased from 373.1 to 471 FTE as of October 2023.

Within the DPC Staff Group, Pharmacist, Care Coordinator and Mental Health Practitioner roles have seen the biggest increase in FTE.

Pharmacist is the role with the greater FTE at 95.9 in October 2023; with Care Coordinators at 95.3.

Data Source: NHS Digital [Primary Care Network Workforce - NHS Digital](#)

As NWRS & ARRS data is PCN level only ABOUT BETTER CARE PCN has been excluded in this data - as only 1 of it's 5 practices is in Staffordshire; the entire data for this PCN data has been counted under Stoke on Trent . Due to the sensitivity of this data, it is not for wider circulation.

Role of Care Navigation

- Care Navigation supports the delivery of care to people in the most appropriate way. It is a patient centred approach that uses signposting and information to help primary care patients and their carers move through the health and social care system as smoothly as possible and to ensure that their needs are met.
- Care Navigation:
 - ❖ Informs people about the different professionals now working in general practice and the additional skills they bring to patient care
 - ❖ Informs people of the diverse ways to access primary care, including digital access and the different consultation methods available.
 - ❖ Helps people have a positive experience when accessing healthcare from General Practice

Role of Online Consultation

- Online consultation enables people to contact their GP practice without having to wait on the phone or visit the practice.
- Online Consultation can offer a quick, convenient and secure way to seek advice.
- Patients can complete an online form on a practice website or via an app, which is submitted electronically.
- Practice staff triage the forms and provide the most appropriate response. This can be a phone call, video call, an invitation to a face-to-face appointment or a simple text or online message. The patient can also be referred to other services such as community pharmacy or other workforce such as a physiotherapist or social prescriber.

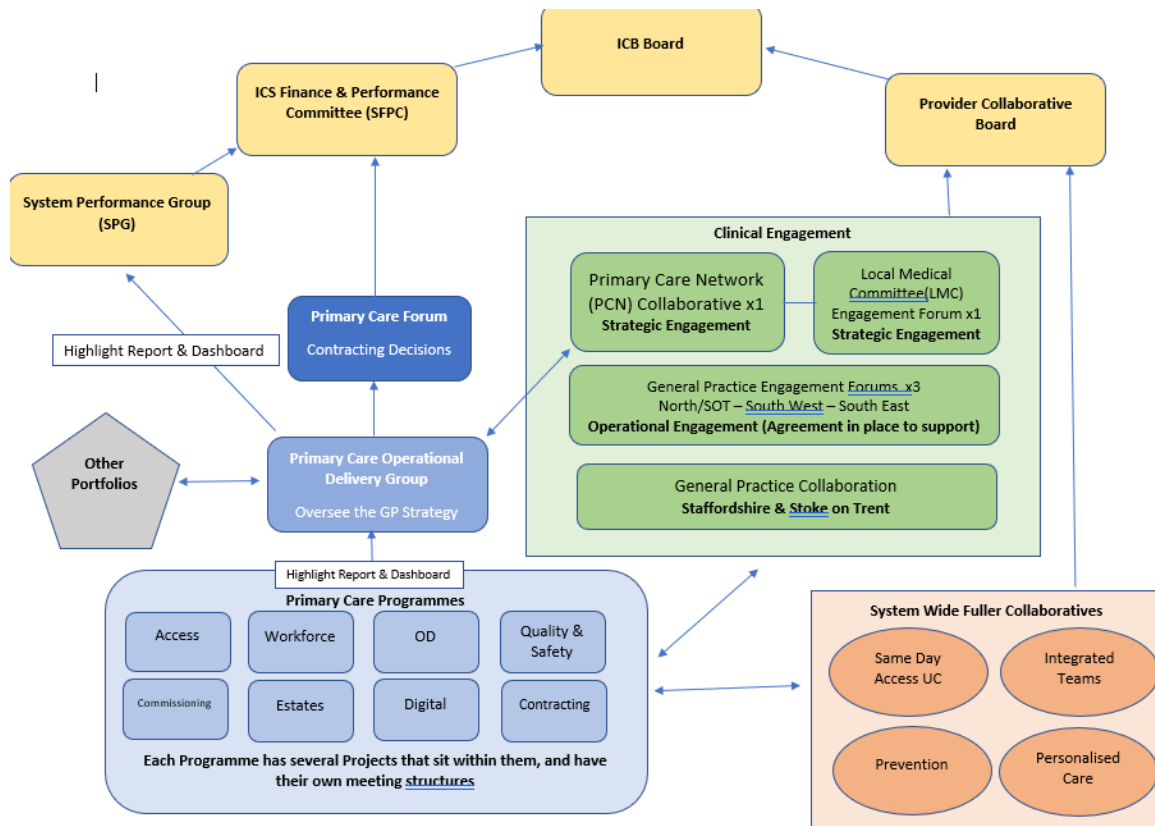
Metrics within Monthly Primary Care Dashboard

Access	
	Appointments in General Practice (verses plan)
	Appointments in General Practice DNA Rate %
	Appointments in General Practice F2F %
	Appointments in General Practice Telephone %
	Appointments in General Practice % Same Day (New - Operating Plan 23/24)
	Appointments in General Practice % within 2 weeks* (8 National Categories) (New Operating Plan 23/24)
	Total number of social prescribing referrals in year into social prescribing link workers (cumulative)
	CPCS – Referrals to service from general practice
	CPCS – Number of Practices that have made a referral to service

Digital	
	% patients enabled to book/cancel appts online
	% patients enabled to order repeat prescriptions online
	% patients enabled to view detailed coded records online
	NHS 111 Provider Searching only - Booked Appointments
	NHS 111 Provider Searching only - Search for Slots
	NHS 111 Provider Searching only - % Slots vs Bookings
	All Provider Searching - Booked Appointments
	All Provider Searching - Search for Slots
	All Provider Searching - % Slots vs Bookings
	Number of practices with no successful booking (last 4 weeks from month end)

Quality	
CQC Ratings	Overall CQC rating - General Practice - Outstanding
	Overall CQC rating - General Practice - Good
	Overall CQC rating - General Practice - Requires Improvement
	Overall CQC rating - General Practice - Inadequate
	Overall CQC rating - General Practice - No Data Available for reporting period
Annual Patient Survey	Generally, how easy is it to get through to someone at your GP practice on the phone? (% Easy)
	How helpful do you find the receptionists at your GP practice? (% Helpful)
	Were you satisfied with the type of appointment (or appointments) you were offered? (% Satisfied)
	Overall, how would you describe your experience of making an appointment? (% Good)
	Last time you had a general practice appointment, how good was the healthcare professional at each of the following?: Giving you enough time (% Good)
	Last time you had a general practice appointment, how good was the healthcare professional at each of the following?: Listening to you (% Good)
	Last time you had a general practice appointment, how good was the healthcare professional at each of the following?: Treating you with care and concern (% Good)
	Overall, how would you describe your experience of your GP practice? (% Good)
How easy is it to use your GP practice's website to look for information or access services?	
Friends and Family Test	FFT - % Positive experience
	FFT - % GP practice submitting data

Our Governance



Primary Care Team Governance Chart

Access Programme Governance

