

Nottinghamshire County Health Scrutiny Committee

Meeting 23 November 2021

Access to Primary Care

Dear Colleagues,

Nottinghamshire County Council Health Scrutiny Committee have asked NHS Nottingham and Nottinghamshire CCG to provide an update for Members at the November 2021 meeting in relation to:

- **Access to Primary Care**

The brief below provides the update requested.

Joe Lunn

Associate Director of Primary Care

Joe.lunn@nhs.net

Nottinghamshire County Council Health Scrutiny Committee – Access to Primary Care

1. Introduction

Across Nottingham and Nottinghamshire CCG there are 124 GP practices, varying from single handed GP practices to large practices with multiple branch sites.

This paper follows the 'Primary Care Access' presentation to the Nottinghamshire County Council Health Scrutiny Committee at its September 2021 meeting.

The Committee asked the CCG to return to present more detailed figures relating to primary care workforce, practice population and GP survey results. This request was for information to be presented by practice in Nottinghamshire.

The Committee also asked for funding levels per patient by practices and number of appointments delivered.

2. Workforce

Practices are contractually required to report workforce numbers monthly, this includes full-time equivalent (FTE) and headcount figures, with breakdowns of individual job roles. This is for the following staff groups: GPs, Nurses, Direct Patient Care (DPC), and Administrative staff.

Further information about the National Workforce Reporting System (NWRS) can be found via the below link:

<https://digital.nhs.uk/data-and-information/publications/statistical/general-and-personal-medical-services#summary>

Appendix 1 provides details of the following for all Nottinghamshire practices (excludes Nottingham City):

- Primary Care Network (PCN)
- Practice Name
- Practice List Size (raw) ¹
- Practice List Size (weighted) ²
- GPs FTE (excluding Locums and Registrars) ³
- GPs FTE (excluding Locums and Registrars) Rate per 1,000 weighted population
- Nurse FTE
- Nurse FTE Rate per 1,000 weighted population
- Admin FTE
- Admin FTE Rate per 1,000 weighted population

A 'Weighted' practice list is adjusted according to varying workload due to age, sex and deprivation for the registered population. A 'Raw' practice list is all patients registered at the practice and unweighted.

¹ Practice list (raw) is taken from 2021-22 Quarter 2 data

² Practice list (weighted) is taken from 2021-22 Quarter 2 data

³ Workforce (FTE) and England/CCG averages is taken from August 2021 National Workforce Reporting System (NWRS) data

2.1. GP workforce

The NWRS data shows that there are 37 practices in Nottinghamshire and Nottingham CCG that have below the England/CCG average of 0.4 GP FTE per 1,000 weighted population.

This is split by:

- 21/78 Nottinghamshire County practices (17% of 124 practices)
- 16/46 Nottingham City practices (13% of 124 practices)

87 practices (70%) have or are above the England/CCG average of 0.4 GP FTE per 1,000 weighted population.

2.2. Nurse Workforce

The NWRS data shows that there are 52 practices in Nottinghamshire and Nottingham CCG that have below the England/CCG average of 0.3 Nurse FTE per 1,000 weighted population.

This is split by:

- 27/78 Nottinghamshire County practices (22% of 124 practices)
- 25/46 Nottingham City practices (20% of 124 practices)

72 practices (58%) have or above the England/CCG average of 0.3 Nurse FTE per 1,000 weighted population.

2.3. Admin Workforce

The NWRS data shows that there are 46 practices in Nottinghamshire and Nottingham CCG that have below the England/CCG average of 1.1 Admin FTE per 1,000 weighted population.

This is split by:

- 29/78 Nottinghamshire County practices (23% of 124 practices)
- 17/46 Nottingham City practices (14% of 124 practices)

78 practices (63%) have or above England/CCG average of 1.1 Admin FTE per 1,000 weighted population.

As independent businesses practices carry out their own recruitment to ensure delivery of services to their registered population, in accordance with the national contract.

The CCG has an established Primary Care Workforce Group who support practices to access national and local initiatives to attract, support and retain a workforce with the right skills to meet population health needs. This is achieved through increasing training numbers, reducing the attrition of qualified staff by keeping them in Nottinghamshire, offering attractive roles that allow work life balance, career and personal development as well as flexibility of portfolio - with senior practice staff supporting the next

generation. The established Primary Care Training Hub supports the training and education of our workforce, embeds new roles and supports workforce planning.

The introduction of Primary Care Networks (PCNs) builds on core primary care services with an aim to improve the ability of general practice to recruit and retain staff by providing integrated health and care services to the local population. The recruitment of Additional Roles (ARs) staff e.g. Clinical Pharmacist, Physician Associate, Occupational Therapist, enables a greater provision of proactive, personalised care delivered by an increasing workforce with a diverse skill set. This creates a bespoke multi-disciplinary team to ensure that individual patient needs are met by the most appropriate professional to support their care, in line with national policy to build a broader workforce in primary care.

Across Nottingham and Nottinghamshire CCG there are currently 226.8 WTE ARs staff in post. For Nottinghamshire PCNs this equates to:

| PCN | Total ARs | Total WTE |
|------------------------------|-----------|-----------|
| Mid Nottinghamshire Locality | | |
| Ashfield North | 14 | 12.03 |
| Ashfield South | 10 | 9.83 |
| Mansfield North | 14 | 13.2 |
| Newark | 16 | 15.92 |
| Rosewood | 9 | 8.27 |
| Sherwood | 12 | 10.71 |
| South Locality | | |
| Arnold & Calverton | 12 | 9.56 |
| Arrow Health | 13 | 10.38 |
| Byron | 15 | 12.08 |
| Nottingham West | 36 | 32.99 |
| Rushcliffe | 29 | 27.81 |
| Synergy Health | 8 | 6.23 |

Appendix 2 provides all the Additional Roles staff recruited to each PCN (includes Nottingham City).

3. GP Survey

Patients' views on access to GP appointments are captured annually via the national GP Patient survey. The latest results were published on 8 July 2021 and are available via the below link:

<https://www.england.nhs.uk/statistics/2021/07/08/gp-patient-survey-2021>

It is possible to view and compare practice level data. In terms of access data, the Nottingham and Nottinghamshire CCG results are higher overall than the national average but there is variation between practices:

3.1. Nottingham and Nottinghamshire CCG GP Survey Results 2021

| | CCG Average | National Average | Highest Practice | Lowest Practice |
|---|-------------|------------------|------------------|-----------------|
| How easy is it to get through to someone at your GP practice on the phone | 72% | 68% | 98% | 21% |
| How often do you see or speak to your preferred GP when you would like to | 45% | 45% | 85% | 7% |
| How would you describe your experience of making an appointment | 73% | 70% | 95% | 28% |
| How would you describe your experience of your GP practice | 84% | 83% | 99% | 55% |

3.1.1. How easy is it to get through to someone at your GP practice on the phone?

Response: Very easy + Fairly easy

The CCG average (72%) is higher than the national average for this question (68%). The GP Survey data shows that there are 48 practices in Nottinghamshire and Nottingham that are below the CCG average for this question:

- 27/77 Nottinghamshire County practices (22% of 122 practices)
- 21/45 Nottingham City practices (17% of 122 practices)

74 practices (61%) are or above the CCG average for this question. 84 practices (68%) are or higher than the national average for this question.

GP Survey data for 2 practices is not available for this question (1 Nottinghamshire and 1 Nottingham City).

3.1.2. How often do you see or speak to your preferred GP when you would like to?

Response: Always or Almost Always/A lot of the time

The CCG average is the same as the national average for this question (45%). The GP Survey data shows that there are 60 practices in Nottinghamshire and Nottingham that are below the CCG and national average for this question:

- 35/76 Nottinghamshire County practices (29% of 121 practices)
- 25/45 Nottingham City practices (21% of 121 practices)

61 practices (50%) are or higher than the CCG and national average for this question.

GP Survey data for 3 practices is not available for this question (2 Nottinghamshire and 1 Nottingham City).

3.1.3. How would you describe your experience of making an appointment?

Response: Very good + Fairly good

The CCG average (73%) is higher than the national average for this question (70%). The GP Survey data shows that there are 50 practices in Nottinghamshire and Nottingham that are below the CCG average for this question:

- 27/76 Nottinghamshire County practices (22% of 121 practices)
- 23/45 Nottingham City practices (18% of 121 practices)

71 practices (60%) are or higher than the CCG average for this question. 83 practices (69%) are or above the national average for this question.

GP Survey data for 3 practices is not available for this question (2 Nottinghamshire and 1 Nottingham City).

3.1.4. How would you describe your experience of your GP practice?

Response: Very good + Fairly good

The CCG average (84%) is higher than the national average for this question (83%). The GP Survey data shows that there are 57 practices in Nottinghamshire and Nottingham that are below the CCG average for this question:

- 28/77 Nottinghamshire County practices (23% of 122 practices)
- 29/45 Nottingham City practices (24% of 122 practices)

65 practices (53%) are or higher than the CCG average for this question. 69 practices (57%) are on above the national average for this question.

GP Survey data for 2 practices is not available for this question (1 Nottinghamshire and 1 Nottingham City).

Appendix 3 shows a breakdown of practice level data for the above questions for Nottinghamshire practices (excludes Nottingham City).

4. Practice Funding

4.1. Contract

Practices receive a nationally negotiated price (global sum) for providing 'core primary care' on the basis of a £ per weighted registered patient. The capitation fee is adjusted according to varying workload due to age, sex and patient need using the Carr-Hill formula to weight the patient list size. Further information about GP contracts is set out via the below link:

<https://www.kingsfund.org.uk/publications/gp-funding-and-contracts-explained>

The global sum is £97.28 per weighted registered patient (April 2021).

The CCG has awarded 9 new APMS contracts over the last year and the value per weighted registered patient is higher than global sum for 7 of these contracts. This reflects the new contracts have a shorter contract term (not contracts in perpetuity). The contract values range from £97.28 (global sum) to £110.00 per weighted registered patient, in line with the procurements undertaken. The contract value will reduce annually and by year 5 will be in line with global sum. The APMS contracts are listed below:

- Balderton Primary Care Centre
- Bilborough Medical Centre
- Broad Oak Medical Practice
- Grange Farm Medical Centre
- Kirkby Community Primary Care Centre
- Parliament Street Medical Centre
- Peacock Healthcare
- Southglade Medical Practice
- Whyburn Medical Practice

4.2. Practice appointment data

Practices have a contractual requirement to allow the extraction of anonymised and aggregated data about appointments offered.

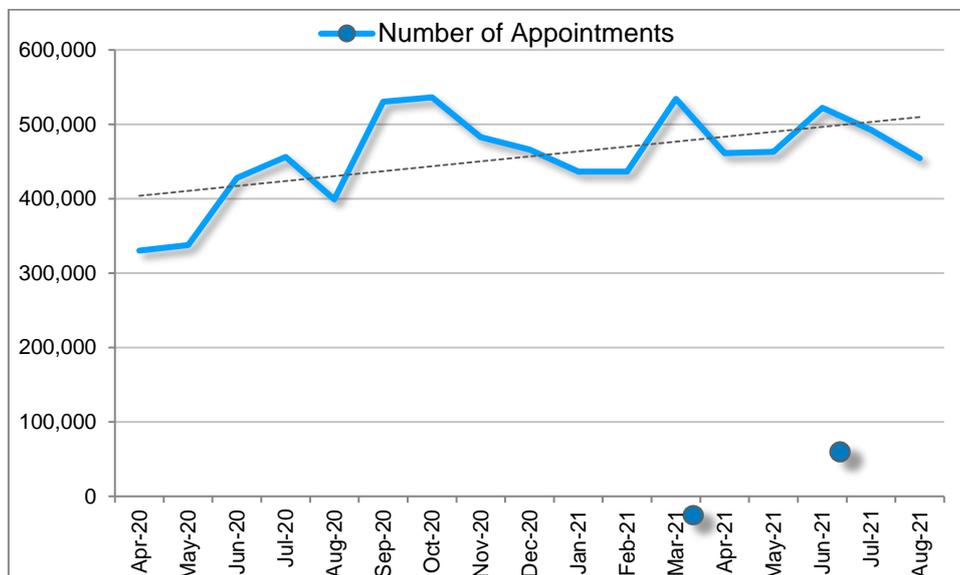
This appointment information is published by NHS Digital but only gives CCG aggregated data, not practice specific data. This can be viewed via the below link:

<https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice>

The latest access data available is for August 2021. The figures for Nottingham and Nottinghamshire CCG are provided below (this table also shows data for August 2020 as a comparison):

| | August 2021 | August 2020 |
|------------------------------|-------------|-------------|
| Number of appointments: | 454,315 | 399,056 |
| Appointment type: | | |
| Face to face | 263,103 | 211,162 |
| Home visit | 1,629 | 1,328 |
| Telephone | 164,427 | 164,253 |
| Video/online | 2,418 | 1,984 |
| Unknown | 22,738 | 20,329 |
| From booking to appointment: | | |
| Same Day | 206,755 | 182,822 |
| 1 Day | 29,227 | 31,667 |
| 2 to 7 Days | 85,337 | 81,754 |
| 8 to 14 Days | 56,688 | 49,993 |
| 15 to 21 Days | 34,092 | 24,158 |
| 22 to 28 Days | 22,084 | 13,724 |
| More Than 28 Days | 20,048 | 14,854 |

The graph below shows the number of appointments undertaken over the period April 2020 to August 2021.



Appendix 4 shows access data for Nottingham and Nottinghamshire CCG from April 2020 to August 2021, this highlights a significant increase in September 2020 when lockdown restrictions eased. However, the introduction of a second lockdown shows a decrease in access from November 2020. The reduction in access for August 2021 reflects the traditional summer holiday period for the population, which is also shown in August 2020 (albeit during lockdown), the data shows an increase in access in comparison.

5. Summary

The CCG is responsible for commissioning general practice medical services, on behalf of NHS England, and monitors delivery of services through the nationally negotiated GP contract.

Practices have a contractual requirement to report their workforce numbers monthly via the National Workforce Reporting System (NWRS). The data published for August 2021 indicates that nearly 60% of practices are above the CCG and National average of GP, Nurse and Admin FTE for 1,000 population. Recruitment remains challenging in primary care, further compounded by the COVID outbreak. The CCG uses national and local initiatives to support a range of recruitment and retention schemes and training to core clinical delivery.

Practices report Operational Pressures Escalation Levels (OPEL) daily, introduced during the early stages of the COVID outbreak, this includes the challenges they are facing in terms of staffing levels and patient demand. Challenges are primarily due to clinical and non-clinical staff self-isolating due to COVID, non COVID illness, annual leave and vacancies.

The GP Survey questions included in this paper are good indicators of patient satisfaction showing that the CCG average score is higher than the national average score. However, the GP Survey results published July 2021 are only one indicator of patient satisfaction. Practices obtain feedback from the Friends and Family Test (paused nationally during COVID), and through their own feedback

mechanisms. Nottingham and Nottinghamshire CCG has a registered population of circa. 1.1 million, the maximum number of responses for a GP survey question was 15,500 which is 1.4% of the registered population.

There are no specific contractual requirements in relation to the levels of access for primary care services, however access and quality is monitored through both national and local platforms. Patient reporting of difficulties in accessing services (particularly during the pandemic) isn't unique to Nottingham and Nottinghamshire, this has increased for practices across England.

NHS England published guidance on 14 October 2021; 'Our plan for improving access for patients and supporting general practice' which set out details of support to practices to help improve access and specifically face to face appointments over the winter period. Initial plans will be submitted to NHS England regional colleagues by 28 October 2021.

<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2021/10/BW999-our-plan-for-improving-access-and-supporting-general-practice-oct-21.pdf>

PCNs are leading the work of appointing and supporting Additional Roles staff to work in general practice to supplement the work of practice GPs and nurses, further improving access. This supports the key role for practices in ensuring that patients access the right care, in the right place and at the right time. This means that practices are providing services utilising a range of multi-disciplinary professionals to best meet the needs of individual patients, in line with national policy to build a broader workforce in primary care.

| PCN | Practice | Practice List Size Qtr. 2 2021- 22 | Practice List Size Qtr. 2 2021- 22 |
|-----|----------|------------------------------------|------------------------------------|
|-----|----------|------------------------------------|------------------------------------|

| GP FTE (excl. L&R) | GP FTE (excl. L&R) Rate per 1,000 |
|--------------------|-----------------------------------|
| | England Avg. 0.4 |
| | Notts CCG Avg. 0.4 |

| Nurse FTE | Nurse FTE Rate per 1,000 |
|-----------|--------------------------|
| | England Avg. 0.3 |
| | Notts CCG Avg. 0.3 |

| Admin FTE | Admin FTE Rate per 1,000 |
|-----------|--------------------------|
| | England Avg. 1.1 |
| | Notts CCG Avg. 1.1 |

| PCN | Practice | Raw | Weighted |
|--------------------|--------------------------|--------|----------|
| Arnold & Calverton | Stenhouse Medical Centre | 12,103 | 12,099 |
| Arnold & Calverton | Calverton Practice | 9,688 | 10,734 |
| Arnold & Calverton | Highcroft Surgery | 11,567 | 10,914 |

| | |
|------|-----|
| 7.36 | 0.6 |
| 5.42 | 0.6 |
| 4.18 | 0.4 |

| | |
|------|-----|
| 4.29 | 0.4 |
| 2.85 | 0.3 |
| 3.78 | 0.3 |

| | |
|-------|-----|
| 10.50 | 0.9 |
| 14.74 | 1.5 |
| 15.40 | 1.3 |

| | | | |
|--------------|---------------------------|-------|-------|
| Arrow Health | Westdale Lane Surgery | 8,349 | 8,535 |
| Arrow Health | Daybrook Medical Practice | 9,704 | 9,545 |
| Arrow Health | Plains View Surgery | 7,661 | 7,293 |
| Arrow Health | Unity Surgery | 4,075 | 3,978 |
| Arrow Health | Ivy Medical Group | 7,105 | 7,873 |
| Arrow Health | Peacock Healthcare | 5,558 | 5,563 |

| | |
|------|-----|
| 3.28 | 0.4 |
| 5.92 | 0.6 |
| 2.24 | 0.3 |
| 1.30 | 0.3 |
| 2.75 | 0.4 |
| 2.57 | 0.5 |

| | |
|------|-----|
| 2.48 | 0.3 |
| 2.33 | 0.2 |
| 2.56 | 0.3 |
| 0.77 | 0.2 |
| 2.17 | 0.3 |
| 1.26 | 0.2 |

| | |
|-------|-----|
| 6.42 | 0.8 |
| 10.14 | 1.0 |
| 9.30 | 1.2 |
| 4.37 | 1.1 |
| 8.90 | 1.3 |
| 9.48 | 1.7 |

| | | | |
|----------------|------------------------------|--------|--------|
| Ashfield North | Willowbrook Medical Practice | 13,755 | 15,208 |
| Ashfield North | Woodlands Medical Practice | 10,219 | 11,056 |
| Ashfield North | Kings Medical Centre | 8,846 | 8,811 |
| Ashfield North | Brierley Park Medical Centre | 9,367 | 9,968 |
| Ashfield North | Skegby Family Medical Centre | 9,076 | 9,946 |

| | |
|------|-----|
| 3.81 | 0.3 |
| 6.29 | 0.6 |
| 3.77 | 0.4 |
| 5.21 | 0.6 |
| 4.77 | 0.5 |

| | |
|------|-----|
| 4.20 | 0.3 |
| 2.60 | 0.3 |
| 3.17 | 0.4 |
| 2.68 | 0.3 |
| 4.66 | 0.5 |

| | |
|-------|-----|
| 19.01 | 1.4 |
| 12.00 | 1.2 |
| 8.46 | 1.0 |
| 10.12 | 1.1 |
| 13.25 | 1.5 |

| | | | |
|----------------|------------------------------|-------|-------|
| Ashfield South | Ashfield House | 6,085 | 7,156 |
| Ashfield South | Kirkby Family Medical Centre | 4,344 | 4,976 |
| Ashfield South | Kirkby Health Centre | 4,022 | 4,421 |
| Ashfield South | Lowmoor Road Surgery | 5,061 | 5,856 |
| Ashfield South | Selston Surgery | 5,028 | 5,227 |
| Ashfield South | Kirkby Health Care Complex | 4,298 | 4,608 |
| Ashfield South | Jacksdale Medical Centre | 4,191 | 4,195 |
| Ashfield South | Kirkby Community PCC | 6,849 | 6,853 |

| | |
|------|-----|
| 1.00 | 0.2 |
| 1.06 | 0.2 |
| 2.16 | 0.5 |
| 2.00 | 0.4 |
| 2.05 | 0.4 |
| 0.93 | 0.2 |
| 0.87 | 0.2 |
| 1.49 | 0.2 |

| | |
|------|-----|
| 1.92 | 0.3 |
| 0.53 | 0.1 |
| 1.58 | 0.4 |
| 0.50 | 0.1 |
| 0.50 | 0.1 |
| 2.00 | 0.5 |
| 1.28 | 0.3 |
| 1.49 | 0.2 |

| | |
|------|-----|
| 9.08 | 1.5 |
| 4.38 | 1.0 |
| 3.34 | 0.8 |
| 5.96 | 1.2 |
| 6.08 | 1.2 |
| 2.93 | 0.7 |
| 4.65 | 1.1 |
| 3.96 | 0.6 |

| | | | |
|-------|-----------------------------|--------|--------|
| Byron | Torkard Hill Medical Centre | 15,851 | 16,717 |
| Byron | Oakenhall Medical Practice | 7,142 | 7,812 |
| Byron | Om Surgery | 2,144 | 2,119 |
| Byron | Whyburn Medical Practice | 12,246 | 13,203 |

| | |
|------|-----|
| 6.40 | 0.4 |
| 2.63 | 0.4 |
| 0.93 | 0.4 |
| 3.49 | 0.3 |

| | |
|------|-----|
| 4.02 | 0.3 |
| 2.80 | 0.4 |
| 0.50 | 0.2 |
| 0.00 | 0.0 |

| | |
|-------|-----|
| 19.38 | 1.2 |
| 6.82 | 1.0 |
| 3.49 | 1.6 |
| 0.00 | 0.0 |

| | | | | | | | | | |
|--------------------|--------------------------------------|--------|--------|-------|-----|------|-----|-------|-----|
| Mansfield North | Oakwood Surgery | 15,784 | 17,501 | 7.54 | 0.5 | 4.16 | 0.3 | 19.66 | 1.2 |
| Mansfield North | St Peters Medical Practice | 2,781 | 2,886 | 0.42 | 0.2 | 0.85 | 0.3 | 3.76 | 1.4 |
| Mansfield North | Orchard Medical Practice | 19,538 | 19,630 | 9.18 | 0.5 | 6.05 | 0.3 | 21.37 | 1.1 |
| Mansfield North | Pleasley Surgery | 3,817 | 4,514 | 1.28 | 0.3 | 0.53 | 0.1 | 4.96 | 1.3 |
| Mansfield North | Riverbank Medical Services | 4,625 | 5,425 | 1.13 | 0.2 | 0.69 | 0.1 | 2.64 | 0.6 |
| Mansfield North | Sandy Lane Surgery | 6,194 | 6,502 | 2.21 | 0.4 | 1.85 | 0.3 | 6.56 | 1.1 |
| Mansfield North | Meden Medical Services | 6,027 | 7,068 | 2.72 | 0.5 | 1.97 | 0.3 | 8.52 | 1.4 |
| Newark | Barnby Gate Surgery | 13,888 | 13,728 | 5.72 | 0.4 | 4.41 | 0.3 | 10.04 | 0.7 |
| Newark | Fountain Medical Centre | 13,369 | 13,637 | 6.70 | 0.5 | 4.70 | 0.4 | 14.02 | 1.0 |
| Newark | Lombard Medical Centre | 19,788 | 19,323 | 17.12 | 0.9 | 5.54 | 0.3 | 25.59 | 1.3 |
| Newark | Collingham Medical Centre | 7,398 | 8,906 | 6.13 | 0.8 | 3.06 | 0.4 | 13.26 | 1.8 |
| Newark | Southwell Medical Centre | 12,374 | 12,184 | 8.82 | 0.7 | 2.25 | 0.2 | 13.56 | 1.1 |
| Newark | Hounsfield Surgery | 4,352 | 5,177 | 2.13 | 0.5 | 0.56 | 0.1 | 7.27 | 1.7 |
| Newark | Balderton PCC | 6,225 | 5,843 | 1.70 | 0.3 | 0.80 | 0.1 | 3.69 | 0.6 |
| Beeston | Oaks Medical Centre | 10,569 | 9,598 | 6.06 | 0.6 | 2.16 | 0.2 | 8.41 | 0.8 |
| Beeston | Abbey Medical Centre | 5,401 | 4,992 | 2.66 | 0.5 | 2.70 | 0.5 | 8.00 | 1.5 |
| Beeston | Manor Surgery | 12,939 | 12,597 | 6.93 | 0.5 | 3.38 | 0.3 | 13.14 | 1.0 |
| Beeston | Bramcote Surgery | 3,679 | 3,432 | 1.73 | 0.5 | 1.46 | 0.4 | 5.73 | 1.6 |
| Beeston | Chilwell Valley And Meadows Practice | 15,272 | 14,455 | 9.58 | 0.6 | 4.94 | 0.3 | 17.37 | 1.1 |
| Eastwood/Kimberley | Eastwood PCC | 19,111 | 21,643 | 8.38 | 0.4 | 3.93 | 0.2 | 35.93 | 1.9 |
| Eastwood/Kimberley | Newthorpe Medical Centre | 7,623 | 7,968 | 3.20 | 0.4 | 1.90 | 0.2 | 9.73 | 1.3 |
| Eastwood/Kimberley | Hama Medical Centre | 5,235 | 5,228 | 1.28 | 0.2 | 1.28 | 0.2 | 0.34 | 0.1 |
| Eastwood/Kimberley | Giltbrook Surgery | 4,961 | 5,133 | 1.84 | 0.4 | 1.84 | 0.4 | 1.44 | 0.3 |
| Stapleford | Saxon Cross Surgery | 7,379 | 7,315 | 2.71 | 0.4 | 2.88 | 0.4 | 6.40 | 0.9 |
| Stapleford | Linden Medical Group | 7,703 | 8,111 | 5.54 | 0.7 | 1.54 | 0.2 | 8.57 | 1.1 |
| Stapleford | Hickings Lane Medical Centre | 6,395 | 6,108 | 1.49 | 0.2 | 1.64 | 0.3 | 2.10 | 0.3 |
| Rosewood | Churchside Medical Practice | 6,849 | 7,019 | 4.26 | 0.6 | 1.73 | 0.3 | 8.36 | 1.2 |
| Rosewood | Forest Medical | 16,414 | 16,949 | 4.19 | 0.3 | 6.89 | 0.4 | 19.09 | 1.2 |
| Rosewood | Roundwood Surgery | 13,519 | 14,122 | 5.73 | 0.4 | 3.80 | 0.3 | 17.49 | 1.3 |
| Rosewood | Mill View Surgery | 8,353 | 8,999 | 4.30 | 0.5 | 2.38 | 0.3 | 11.97 | 1.4 |
| Rosewood | Acorn Medical Practice | 3,583 | 3,341 | 1.36 | 0.4 | 0.60 | 0.2 | 4.98 | 1.4 |
| Rushcliffe Central | St Georges Medical Practice | 12,795 | 11,666 | 8.29 | 0.6 | 3.96 | 0.3 | 8.70 | 0.7 |
| Rushcliffe Central | Musters Medical Practice | 9,848 | 9,038 | 6.58 | 0.7 | 3.02 | 0.3 | 7.46 | 0.8 |
| Rushcliffe Central | Castle Healthcare Practice | 17,043 | 16,263 | 9.98 | 0.6 | 3.09 | 0.2 | 17.50 | 1.0 |
| Rushcliffe Central | West Bridgford Medical Centre | 4,481 | 3,676 | 2.13 | 0.5 | 1.41 | 0.3 | 4.08 | 0.9 |
| Rushcliffe Central | Gamston Medical Centre | 6,180 | 5,336 | 2.66 | 0.4 | 2.06 | 0.3 | 5.40 | 0.9 |

| | | | | | | | | | |
|------------------|----------------------------------|--------|--------|-------|-----|------|-----|-------|-----|
| Rushcliffe North | Belvoir Health Group | 25,046 | 26,477 | 13.94 | 0.6 | 5.74 | 0.2 | 30.36 | 1.2 |
| Rushcliffe North | East Bridgford Medical Centre | 7,269 | 7,926 | 3.57 | 0.5 | 6.46 | 0.9 | 10.17 | 1.4 |
| Rushcliffe North | Radcliffe On Trent Health Centre | 8,216 | 8,830 | 4.98 | 0.6 | 1.80 | 0.2 | 7.37 | 0.9 |
| Rushcliffe South | Orchard Surgery | 8,624 | 8,493 | 4.01 | 0.5 | 2.30 | 0.3 | 9.94 | 1.2 |
| Rushcliffe South | East Leake Medical Group | 25,668 | 26,464 | 19.37 | 0.8 | 7.04 | 0.3 | 36.82 | 1.4 |
| Rushcliffe South | Ruddington Medical Centre | 6,961 | 6,816 | 4.00 | 0.6 | 2.24 | 0.3 | 7.69 | 1.1 |
| Sherwood | Middleton Lodge Practice | 12,917 | 15,006 | 5.20 | 0.4 | 4.36 | 0.3 | 12.86 | 1.0 |
| Sherwood | Abbey Medical Group | 12,330 | 14,390 | 13.25 | 1.1 | 6.00 | 0.5 | 17.98 | 1.5 |
| Sherwood | Sherwood Medical Partnership | 11,773 | 12,784 | 4.62 | 0.4 | 6.08 | 0.5 | 25.76 | 2.2 |
| Sherwood | Rainworth Health Centre | 6,067 | 6,970 | 1.92 | 0.3 | 0.90 | 0.1 | 8.33 | 1.4 |
| Sherwood | Major Oak Medical Practice | 6,864 | 8,330 | 2.00 | 0.3 | 1.00 | 0.1 | 7.08 | 1.0 |
| Sherwood | Bilsthorpe Surgery | 3,653 | 4,744 | 1.70 | 0.5 | 1.98 | 0.5 | 7.14 | 2.0 |
| Sherwood | Hill View Surgery | 7,757 | 8,579 | 2.06 | 0.3 | 1.33 | 0.2 | 9.92 | 1.3 |
| Synergy Health | Trentside Medical Group | 12,058 | 11,952 | 4.08 | 0.3 | 4.40 | 0.4 | 13.53 | 1.1 |
| Synergy Health | Jubilee Park Medical Partnership | 12,602 | 12,327 | 2.69 | 0.2 | 3.82 | 0.3 | 12.97 | 1.0 |
| Synergy Health | West Oak Surgery | 5,484 | 4,989 | 2.56 | 0.5 | 1.22 | 0.2 | 6.18 | 1.1 |

Appendix 2 – Additional Roles employed by the PCN (as at August 2021)

| PCN | Clinical Pharmacist | | Social Prescribing Link Worker | | First Contact Physiotherapists | | Pharmacy Technician | | Physician Associate | | Care Coordinator | | Occupational Therapist | | Health & Wellbeing Coach | | Dietitian | | Advanced Practitioner | | Community Paramedic | |
|---------------------------|---------------------|--------------|--------------------------------|--------------|--------------------------------|-------------|---------------------|--------------|---------------------|-------------|------------------|--------------|------------------------|-------------|--------------------------|-------------|-----------|-------------|-----------------------|-------------|---------------------|--------------|
| | No | WTE | No | WTE | No | WTE | No | WTE | No | WTE | No | WTE | No | WTE | No | WTE | No | WTE | No | WTE | No | WTE |
| Mid Notts Locality | | | | | | | | | | | | | | | | | | | | | | |
| Ashfield North | 6 | 5.16 | 3 | 2.60 | 3 | 2.27 | 1 | 1.00 | | | | | | | | | | | 1 | 1.00 | | |
| Ashfield South | 3 | 3.00 | 1 | 1.00 | 2 | 1.83 | 2 | 2.00 | | | 1 | 1.00 | | | | | | | | | 1 | 1.00 |
| Mansfield North | 5 | 4.49 | 2 | 1.80 | 1 | 1.07 | 1 | 1.00 | | | 1 | 1.00 | | | 2 | 2.00 | | | 1 | 0.84 | 1 | 1.00 |
| Newark | 9 | 8.85 | 3 | 3.00 | 2 | 2.07 | | | | | 1 | 1.00 | | | | | 1 | 1.00 | | | | |
| Rosewood | 2 | 2.00 | 3 | 2.80 | 1 | 1.07 | 1 | 0.60 | | | 1 | 1.00 | | | | | | | 1 | 0.80 | | |
| Sherwood | 4 | 3.60 | 4 | 3.60 | 2 | 2.07 | 1 | 0.80 | 1 | 0.64 | | | | | | | | | | | | |
| City Locality | | | | | | | | | | | | | | | | | | | | | | |
| Bulwell & Top Valley | 4 | 2.83 | 2 | 1.98 | 2 | 2.00 | | | | | | | | | | | | | | | | |
| BACHS | 6 | 4.94 | 4 | 3.48 | 1 | 1.00 | | | | | | | | | | | | | | | | |
| Radford & Mary Potter | 3 | 2.48 | | | 2 | 2.00 | 1 | 1.00 | | | | | | | | | | | | | | |
| Bestwood & Sherwood | 6 | 5.05 | 2 | 1.79 | | | | | 1 | 1.00 | | | | | | | | | | | | |
| Nottingham City East | 3 | 2.83 | 2 | 1.98 | 2 | 2.00 | 1 | 1.00 | 2 | 2.00 | 1 | 1.00 | | | 2 | 2.00 | | | | | | |
| Nottingham City South | 3 | 2.71 | 1 | 0.99 | | | 1 | 0.99 | | | | | | | | | | | | | | |
| Clifton & Meadows | 2 | 1.99 | 1 | 0.99 | 2 | 2.00 | | | | | | | | | | | | | | | | |
| Unity (Nottingham) | 2 | 1.99 | | | 1 | 1.00 | | | | | | | 1 | 1.00 | 1 | 1.00 | 1 | 0.05 | | | | |
| South Locality | | | | | | | | | | | | | | | | | | | | | | |
| Arnold & Calverton | 4 | 3.43 | 3 | 1.73 | 2 | 2.00 | | | | | 1 | 1.00 | | | | | 1 | 0.40 | | | 1 | 1.00 |
| Arrow Health | 6 | 4.72 | 3 | 1.73 | 1 | 1.00 | | | | | 1 | 0.93 | | | | | | | | | 2 | 2.00 |
| Byron | 3 | 2.50 | 3 | 1.73 | 3 | 2.25 | 3 | 3.00 | | | | | | | | | 1 | 0.60 | | | 2 | 2.00 |
| Nottingham West | 7 | 5.96 | 5 | 5.00 | 5 | 4.53 | 2 | 1.70 | | | 6 | 5.60 | 4 | 3.60 | 1 | 1.00 | 1 | 1.00 | | | 5 | 4.60 |
| Rushcliffe | 9 | 8.85 | 8 | 7.80 | 5 | 5.00 | 2 | 1.80 | 1 | 1.00 | 2 | 1.53 | 1 | 1.00 | | | | | 1 | 0.83 | | |
| Synergy Health | 1 | 1.00 | 4 | 2.59 | 2 | 1.64 | | | | | 1 | 1.00 | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | |
| | 88 | 78.38 | 54 | 46.59 | 39 | 36.8 | 16 | 14.89 | 5 | 4.64 | 16 | 15.06 | 6 | 5.60 | 6 | 6.00 | 5 | 3.05 | 4 | 3.47 | 12 | 11.60 |

| PCN | Practice | Practice List Size Qtr. 2 2021- 22 | Practice List Size Qtr. 2 2021- 22 |
|-----|----------|------------------------------------|------------------------------------|
|-----|----------|------------------------------------|------------------------------------|

| How easy is it to get through to someone at your GP practice on the phone | How often do you see or speak to your preferred GP when you would like to | How would you describe your experience of making an appointment | How would you describe your experience of your GP practice |
|---|---|---|--|
| National Avg. 68% | National Avg. 45% | National Avg. 70% | National Avg. 83% |
| CCG Avg. 72% | CCG Avg. 45% | CCG Avg. 73% | CCG Avg. 84% |
| Highest Practice 98% | Highest Practice 85% | Highest Practice 95% | Highest Practice 99% |
| Lowest Practice 21% | Lowest Practice 7% | Lowest Practice 28% | Lowest Practice 55% |
| | | | |
| 78% | 35% | 79% | 93% |
| 93% | 45% | 83% | 95% |
| 30% | 24% | 35% | 58% |

| PCN | Practice | Raw | Weighted |
|--------------------|--------------------------|--------|----------|
| Arnold & Calverton | Stenhouse Medical Centre | 12,103 | 12,099 |
| Arnold & Calverton | Calverton Practice | 9,688 | 10,734 |
| Arnold & Calverton | Highcroft Surgery | 11,567 | 10,914 |

| | | | |
|--------------|---------------------------|-------|-------|
| Arrow Health | Westdale Lane Surgery | 8,349 | 8,535 |
| Arrow Health | Daybrook Medical Practice | 9,704 | 9,545 |
| Arrow Health | Plains View Surgery | 7,661 | 7,293 |
| Arrow Health | Unity Surgery | 4,075 | 3,978 |
| Arrow Health | Ivy Medical Group | 7,105 | 7,873 |
| Arrow Health | Peacock Healthcare | 5,558 | 5,563 |

| | | | |
|-----|-----|-----|-----|
| 91% | 27% | 79% | 88% |
| 48% | 39% | 62% | 81% |
| 83% | 69% | 83% | 86% |
| 79% | 54% | 77% | 76% |
| 71% | 33% | 71% | 84% |
| 54% | 36% | 68% | 83% |

| | | | |
|----------------|------------------------------|--------|--------|
| Ashfield North | Willowbrook Medical Practice | 13,755 | 15,208 |
| Ashfield North | Woodlands Medical Practice | 10,219 | 11,056 |
| Ashfield North | Kings Medical Centre | 8,846 | 8,811 |
| Ashfield North | Brierley Park Medical Centre | 9,367 | 9,968 |
| Ashfield North | Skegby Family Medical Centre | 9,076 | 9,946 |

| | | | |
|-----|-----|-----|-----|
| 41% | 26% | 56% | 77% |
| 79% | 47% | 80% | 87% |
| 64% | 32% | 65% | 86% |
| 88% | 27% | 71% | 88% |
| 68% | 48% | 67% | 78% |

| | | | |
|----------------|------------------------------|-------|-------|
| Ashfield South | Ashfield House | 6,085 | 7,156 |
| Ashfield South | Kirkby Family Medical Centre | 4,344 | 4,976 |
| Ashfield South | Kirkby Health Centre | 4,022 | 4,421 |
| Ashfield South | Lowmoor Road Surgery | 5,061 | 5,856 |
| Ashfield South | Selston Surgery | 5,028 | 5,227 |
| Ashfield South | Kirkby Health Care Complex | 4,298 | 4,608 |
| Ashfield South | Jacksdale Medical Centre | 4,191 | 4,195 |
| Ashfield South | Kirkby Community PCC | 6,849 | 6,853 |

| | | | |
|-----|-----|-----|-----|
| 50% | 60% | 69% | 80% |
| 85% | 64% | 79% | 91% |
| 75% | 65% | 65% | 77% |
| 64% | 46% | 68% | 78% |
| 97% | 71% | 87% | 92% |
| 74% | 67% | 87% | 94% |
| 87% | 69% | 75% | 90% |
| 89% | 43% | 81% | 89% |

| | | | |
|-------|-----------------------------|--------|--------|
| Byron | Torkard Hill Medical Centre | 15,851 | 16,717 |
|-------|-----------------------------|--------|--------|

| | | | |
|-----|-----|-----|-----|
| 67% | 35% | 59% | 78% |
|-----|-----|-----|-----|

| | | | | | | | |
|--------------------|--------------------------------------|--------|--------|-----|---------------|---------------|-----|
| Byron | Oakenhall Medical Practice | 7,142 | 7,812 | 48% | 17% | 52% | 68% |
| Byron | Om Surgery | 2,144 | 2,119 | 82% | Not Available | Not Available | 75% |
| Byron | Whyburn Medical Practice | 12,246 | 13,203 | 43% | 25% | 56% | 81% |
| Mansfield North | Oakwood Surgery | 15,784 | 17,501 | 52% | 13% | 73% | 80% |
| Mansfield North | St Peters Medical Practice | 2,781 | 2,886 | 89% | 60% | 83% | 92% |
| Mansfield North | Orchard Medical Practice | 19,538 | 19,630 | 66% | 45% | 75% | 90% |
| Mansfield North | Pleasley Surgery | 3,817 | 4,514 | 84% | 48% | 79% | 80% |
| Mansfield North | Riverbank Medical Services | 4,625 | 5,425 | 65% | 64% | 81% | 84% |
| Mansfield North | Sandy Lane Surgery | 6,194 | 6,502 | 58% | 67% | 70% | 79% |
| Mansfield North | Meden Medical Services | 6,027 | 7,068 | 73% | 25% | 68% | 76% |
| Newark | Barnby Gate Surgery | 13,888 | 13,728 | 40% | 35% | 60% | 80% |
| Newark | Fountain Medical Centre | 13,369 | 13,637 | 38% | 28% | 48% | 68% |
| Newark | Lombard Medical Centre | 19,788 | 19,323 | 73% | 16% | 77% | 84% |
| Newark | Collingham Medical Centre | 7,398 | 8,906 | 88% | 43% | 83% | 86% |
| Newark | Southwell Medical Centre | 12,374 | 12,184 | 70% | 48% | 71% | 83% |
| Newark | Hounsfield Surgery | 4,352 | 5,177 | 95% | 66% | 87% | 96% |
| Newark | Balderton PCC | 6,225 | 5,843 | 76% | 30% | 64% | 76% |
| Beeston | Oaks Medical Centre | 10,569 | 9,598 | 98% | 54% | 84% | 90% |
| Beeston | Abbey Medical Centre | 5,401 | 4,992 | 75% | 42% | 77% | 86% |
| Beeston | Manor Surgery | 12,939 | 12,597 | 97% | 72% | 87% | 94% |
| Beeston | Bramcote Surgery | 3,679 | 3,432 | 95% | 38% | 78% | 82% |
| Beeston | Chilwell Valley And Meadows Practice | 15,272 | 14,455 | 94% | 71% | 89% | 95% |
| Eastwood/Kimberley | Eastwood PCC | 19,111 | 21,643 | 75% | 40% | 82% | 92% |
| Eastwood/Kimberley | Newthorpe Medical Centre | 7,623 | 7,968 | 94% | 59% | 89% | 95% |
| Eastwood/Kimberley | Hama Medical Centre | 5,235 | 5,228 | 95% | 69% | 83% | 83% |
| Eastwood/Kimberley | Giltbrook Surgery | 4,961 | 5,133 | 96% | 69% | 93% | 92% |
| Stapleford | Saxon Cross Surgery | 7,379 | 7,315 | 90% | 43% | 77% | 94% |
| Stapleford | Linden Medical Group | 7,703 | 8,111 | 75% | 48% | 77% | 87% |
| Stapleford | Hickings Lane Medical Centre | 6,395 | 6,108 | 94% | 43% | 84% | 89% |
| Rosewood | Churchside Medical Practice | 6,849 | 7,019 | 69% | 59% | 88% | 96% |
| Rosewood | Forest Medical | 16,414 | 16,949 | 51% | 9% | 64% | 80% |
| Rosewood | Roundwood Surgery | 13,519 | 14,122 | 37% | 12% | 62% | 85% |
| Rosewood | Mill View Surgery | 8,353 | 8,999 | 78% | 44% | 71% | 92% |
| Rosewood | Acorn Medical Practice | 3,583 | 3,341 | 88% | 57% | 86% | 91% |

| | | | |
|--------------------|-------------------------------|--------|--------|
| Rushcliffe Central | St Georges Medical Practice | 12,795 | 11,666 |
| Rushcliffe Central | Musters Medical Practice | 9,848 | 9,038 |
| Rushcliffe Central | Castle Healthcare Practice | 17,043 | 16,263 |
| Rushcliffe Central | West Bridgford Medical Centre | 4,481 | 3,676 |
| Rushcliffe Central | Gamston Medical Centre | 6,180 | 5,336 |

| | | | |
|-----|-----|-----|-----|
| 98% | 64% | 95% | 99% |
| 89% | 51% | 88% | 91% |
| 93% | 54% | 83% | 94% |
| 90% | 76% | 82% | 86% |
| 88% | 48% | 82% | 87% |

| | | | |
|------------------|----------------------------------|--------|--------|
| Rushcliffe North | Belvoir Health Group | 25,046 | 26,477 |
| Rushcliffe North | East Bridgford Medical Centre | 7,269 | 7,926 |
| Rushcliffe North | Radcliffe On Trent Health Centre | 8,216 | 8,830 |

| | | | |
|-----|-----|-----|-----|
| 83% | 41% | 76% | 87% |
| 95% | 59% | 93% | 97% |
| 80% | 42% | 74% | 86% |

| | | | |
|------------------|---------------------------|--------|--------|
| Rushcliffe South | Orchard Surgery | 8,624 | 8,493 |
| Rushcliffe South | East Leake Medical Group | 25,668 | 26,464 |
| Rushcliffe South | Ruddington Medical Centre | 6,961 | 6,816 |

| | | | |
|---------------|---------------|---------------|---------------|
| Not Available | Not Available | Not Available | Not Available |
| 84% | 27% | 75% | 88% |
| 92% | 46% | 89% | 93% |

| | | | |
|----------|------------------------------|--------|--------|
| Sherwood | Middleton Lodge Practice | 12,917 | 15,006 |
| Sherwood | Abbey Medical Group | 12,330 | 14,390 |
| Sherwood | Sherwood Medical Partnership | 11,773 | 12,784 |
| Sherwood | Rainworth Health Centre | 6,067 | 6,970 |
| Sherwood | Major Oak Medical Practice | 6,864 | 8,330 |
| Sherwood | Bilsthorpe Surgery | 3,653 | 4,744 |
| Sherwood | Hill View Surgery | 7,757 | 8,579 |

| | | | |
|-----|-----|-----|-----|
| 92% | 39% | 79% | 92% |
| 68% | 31% | 77% | 84% |
| 21% | 7% | 28% | 55% |
| 77% | 50% | 81% | 93% |
| 68% | 55% | 74% | 77% |
| 79% | 60% | 83% | 93% |
| 95% | 85% | 89% | 89% |

| | | | |
|----------------|----------------------------------|--------|--------|
| Synergy Health | Trentside Medical Group | 12,058 | 11,952 |
| Synergy Health | Jubilee Park Medical Partnership | 12,602 | 12,327 |
| Synergy Health | West Oak Surgery | 5,484 | 4,989 |

| | | | |
|-----|-----|-----|-----|
| 49% | 31% | 62% | 78% |
| 50% | 51% | 59% | 77% |
| 81% | 49% | 72% | 87% |

Appointments In General Practice

| | | NHS Nottingham and Nottinghamshire CCG | Apr-20 | May-20 | Jun-20 | Jul-20 | Aug-20 | Sep-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 |
|----------|--|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| | | Number of Appointments | 330,249 | 337,543 | 427,688 | 456,346 | 399,056 | 530,413 | 536,306 | 482,905 | 465,913 | 436,384 | 436,409 | 534,353 | 461,437 | 463,174 | 522,336 | 492,711 | 454,315 |
| Table 3a | Appointment Status | Attended | 269,591 | 292,854 | 378,900 | 406,186 | 357,365 | 475,077 | 490,193 | 449,412 | 434,667 | 408,210 | 409,925 | 501,091 | 432,908 | 434,056 | 488,173 | 458,457 | 423,209 |
| | | DNA | 7,951 | 7,836 | 10,968 | 12,902 | 12,374 | 18,870 | 22,569 | 19,027 | 18,088 | 14,719 | 13,386 | 16,993 | 15,549 | 14,662 | 17,482 | 17,374 | 16,240 |
| | | Unknown | 52,707 | 36,853 | 37,820 | 37,258 | 29,317 | 36,466 | 23,544 | 14,466 | 13,158 | 13,455 | 13,098 | 16,269 | 12,980 | 14,456 | 16,681 | 16,880 | 14,866 |
| Table 3b | Healthcare Professional Type | GP | 172,622 | 173,716 | 213,441 | 220,039 | 192,564 | 244,749 | 234,383 | 230,090 | 218,379 | 214,815 | 219,728 | 264,522 | 223,444 | 228,628 | 262,514 | 245,746 | 226,158 |
| | | Other Practice Staff | 145,417 | 151,486 | 196,179 | 212,981 | 186,140 | 252,378 | 266,852 | 225,124 | 221,426 | 199,999 | 195,925 | 241,898 | 212,815 | 209,068 | 231,904 | 220,960 | 205,359 |
| | | Unknown | 12,210 | 12,341 | 18,068 | 23,326 | 20,352 | 33,286 | 35,071 | 27,691 | 26,108 | 21,570 | 20,756 | 27,933 | 25,178 | 25,478 | 27,918 | 26,005 | 22,798 |
| Table 3c | Appointment Mode | Face to Face | 187,490 | 194,213 | 220,524 | 239,216 | 211,162 | 300,351 | 314,964 | 265,936 | 260,417 | 233,626 | 233,275 | 292,699 | 256,009 | 257,770 | 298,001 | 282,719 | 263,103 |
| | | Home Visit | 1,292 | 1,530 | 1,882 | 1,812 | 1,328 | 1,434 | 1,823 | 1,792 | 1,523 | 1,431 | 1,882 | 1,850 | 1,604 | 1,481 | 1,677 | 1,735 | 1,629 |
| | | Telephone | 127,299 | 127,252 | 185,005 | 189,660 | 164,253 | 192,002 | 180,765 | 184,371 | 174,665 | 177,305 | 178,216 | 208,767 | 176,151 | 175,964 | 191,704 | 179,429 | 164,427 |
| | | Video/Online | 1,953 | 2,183 | 2,012 | 2,360 | 1,984 | 4,240 | 3,978 | 3,429 | 3,362 | 2,492 | 2,311 | 3,132 | 2,466 | 2,521 | 3,071 | 2,877 | 2,418 |
| | | Unknown | 12,215 | 12,365 | 18,265 | 23,298 | 20,329 | 32,386 | 34,776 | 27,377 | 25,946 | 21,530 | 20,725 | 27,905 | 25,207 | 25,438 | 27,883 | 25,951 | 22,738 |
| Table 3d | Time From Booking Date to Appointment Date | Same Day | 185,928 | 188,789 | 219,654 | 216,985 | 182,822 | 217,179 | 206,866 | 209,577 | 200,912 | 199,083 | 201,437 | 235,593 | 204,398 | 202,290 | 231,702 | 216,590 | 206,755 |
| | | 1 Day | 28,549 | 33,535 | 40,242 | 39,932 | 31,667 | 38,799 | 37,408 | 34,397 | 36,894 | 36,822 | 33,665 | 37,987 | 32,288 | 30,864 | 33,567 | 34,116 | 29,227 |
| | | 2 to 7 Days | 46,398 | 60,185 | 93,707 | 100,374 | 81,754 | 107,185 | 107,682 | 100,784 | 96,619 | 91,045 | 97,663 | 112,666 | 84,179 | 86,832 | 92,595 | 94,782 | 85,337 |
| | | 8 to 14 Days | 20,932 | 25,525 | 36,960 | 50,666 | 49,993 | 71,909 | 79,127 | 64,765 | 69,868 | 49,542 | 53,015 | 74,716 | 62,550 | 65,792 | 68,753 | 64,408 | 56,688 |
| | | 15 to 21 Days | 12,678 | 10,212 | 15,881 | 21,216 | 24,158 | 44,847 | 46,554 | 34,988 | 31,244 | 27,773 | 23,942 | 36,759 | 34,577 | 36,228 | 42,522 | 37,518 | 34,092 |
| | | 22 to 28 Days | 13,034 | 7,497 | 10,460 | 12,833 | 13,724 | 25,222 | 29,204 | 20,134 | 16,624 | 16,631 | 14,871 | 20,403 | 21,265 | 20,506 | 26,153 | 23,394 | 22,084 |
| | | More Than 28 Days | 22,652 | 11,714 | 10,696 | 14,237 | 14,854 | 25,185 | 29,354 | 18,182 | 13,702 | 15,431 | 11,683 | 16,135 | 22,060 | 20,550 | 26,906 | 21,814 | 20,048 |
| | | Unknown/Data Issues | 78 | 86 | 88 | 103 | 84 | 87 | 111 | 78 | 50 | 57 | 133 | 94 | 120 | 112 | 138 | 89 | 84 |

