

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.

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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.

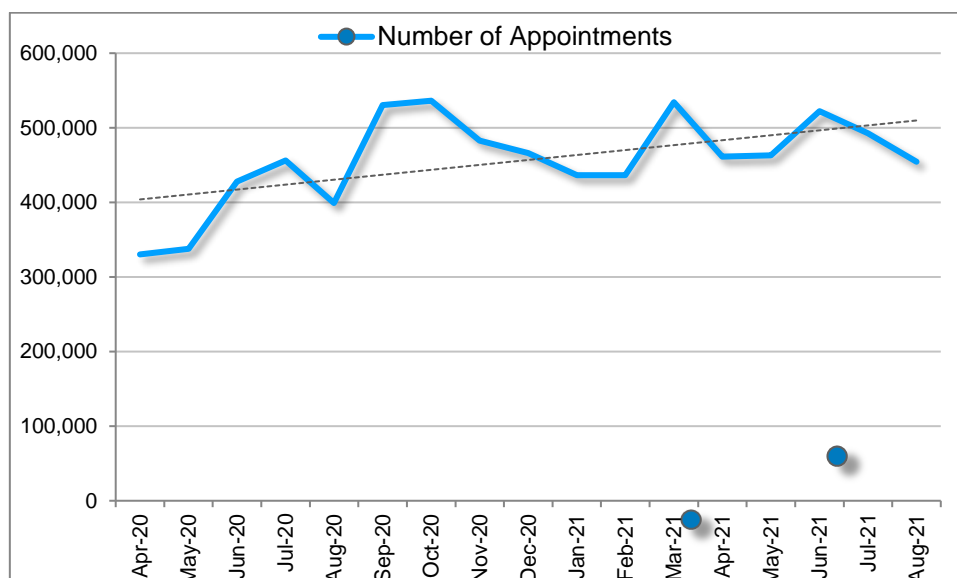
This appointment information is published by NHS Digital but only gives CCG aggregated data, not practice specific data. This can be viewed via the below link:

<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
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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
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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

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

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

Byron	Torkard Hill Medical Centre	15,851	16,717
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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%

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

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

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%

67%	35%	59%	78%
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Byron	Oakenhall Medical Practice	7,142	7,812
Byron	Om Surgery	2,144	2,119
Byron	Whyburn Medical Practice	12,246	13,203

48%	17%	52%	68%
82%	Not Available	Not Available	75%
43%	25%	56%	81%

Mansfield North	Oakwood Surgery	15,784	17,501
Mansfield North	St Peters Medical Practice	2,781	2,886
Mansfield North	Orchard Medical Practice	19,538	19,630
Mansfield North	Pleasley Surgery	3,817	4,514
Mansfield North	Riverbank Medical Services	4,625	5,425
Mansfield North	Sandy Lane Surgery	6,194	6,502
Mansfield North	Meden Medical Services	6,027	7,068

52%	13%	73%	80%
89%	60%	83%	92%
66%	45%	75%	90%
84%	48%	79%	80%
65%	64%	81%	84%
58%	67%	70%	79%
73%	25%	68%	76%

Newark	Barnby Gate Surgery	13,888	13,728
Newark	Fountain Medical Centre	13,369	13,637
Newark	Lombard Medical Centre	19,788	19,323
Newark	Collingham Medical Centre	7,398	8,906
Newark	Southwell Medical Centre	12,374	12,184
Newark	Hounsfield Surgery	4,352	5,177
Newark	Balderton PCC	6,225	5,843

40%	35%	60%	80%
38%	28%	48%	68%
73%	16%	77%	84%
88%	43%	83%	86%
70%	48%	71%	83%
95%	66%	87%	96%
76%	30%	64%	76%

Beeston	Oaks Medical Centre	10,569	9,598
Beeston	Abbey Medical Centre	5,401	4,992
Beeston	Manor Surgery	12,939	12,597
Beeston	Bramcote Surgery	3,679	3,432
Beeston	Chilwell Valley And Meadows Practice	15,272	14,455

98%	54%	84%	90%
75%	42%	77%	86%
97%	72%	87%	94%
95%	38%	78%	82%
94%	71%	89%	95%

Eastwood/Kimberley	Eastwood PCC	19,111	21,643
Eastwood/Kimberley	Newthorpe Medical Centre	7,623	7,968
Eastwood/Kimberley	Hama Medical Centre	5,235	5,228
Eastwood/Kimberley	Giltbrook Surgery	4,961	5,133

75%	40%	82%	92%
94%	59%	89%	95%
95%	69%	83%	83%
96%	69%	93%	92%

Stapleford	Saxon Cross Surgery	7,379	7,315
Stapleford	Linden Medical Group	7,703	8,111
Stapleford	Hickings Lane Medical Centre	6,395	6,108

90%	43%	77%	94%
75%	48%	77%	87%
94%	43%	84%	89%

Rosewood	Churchside Medical Practice	6,849	7,019
Rosewood	Forest Medical	16,414	16,949
Rosewood	Roundwood Surgery	13,519	14,122
Rosewood	Mill View Surgery	8,353	8,999
Rosewood	Acorn Medical Practice	3,583	3,341

69%	59%	88%	96%
51%	9%	64%	80%
37%	12%	62%	85%
78%	44%	71%	92%
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	25,917	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

