



Improving Access to General Practice

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What are we doing and why?



“Ensure everyone has easier and more convenient access to GP services, including appointments at evening and weekends”

Core offer (from October 2018)

- 30 minutes (building to 45) of additional GP team capacity per '000 people per week
 - (circa 2,400 appointments building to circa 3,600 appointments per week)
 - (circa 2.7% rising to circa 4.1% increase)
- Provided at evenings, weekends, bank holidays – 365 offer
 - 'Hub' model that flexes on basis of demand
- Links to digital agenda, such as eConsult
 - Devon ranks 2nd (by volume) nationally for phone & online GP access
 - eConsult growth across last 12 month is >500% (2,300 in December)
 - Circa 82% of appointments in Devon remain through traditional routes
- Mix of appointment types offered, unplanned, pre-booked, clinic, group

Key challenges being addressed

- Making Improved Access part of the routine offer to patients
 - Via GP receptionists, via 111
- Workforce stretch as role(s) of GPs and others expands and extends
- Public awareness and understanding
 - Specifically for those who might no longer routinely access their GP surgery
- Timescales

First quarter uptake rates

- Note: 94% (allowing for patients not attending a booked appointment) would compare with in hours General Practice

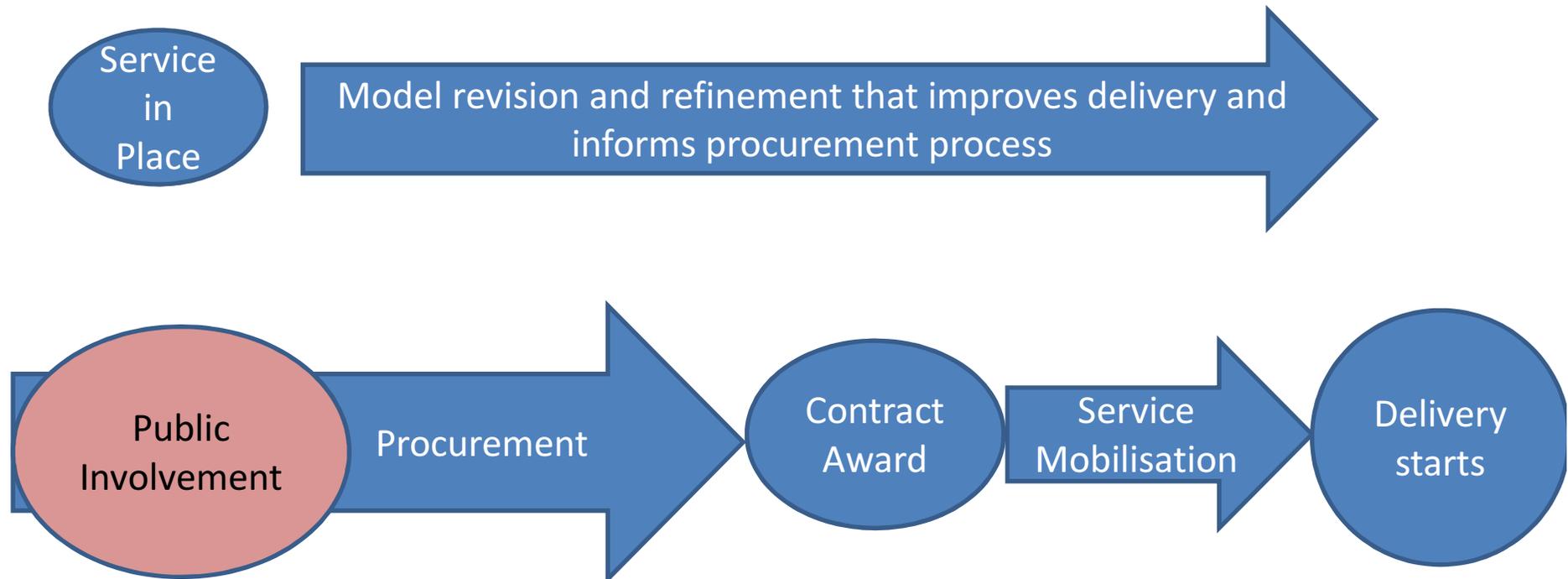
	Oct-18	Nov-18	Dec-18
Plymstock	95%	92%	86%
Exeter	90%	88%	90%
Mid Devon	81%	95%	79%
East Devon	72%	79%	82%
West Devon	8%	25%	25%
North Devon	91%	98%	97%
South Devon	81%	83%	73%

Future plans for procurement and public involvement

Jan 19

Oct 19

Apr 20



Patient survey

13:49 Mon 14 Jan

74%



Tweet



NHS NEW Devon CCG
@NEWDevonCCG



We are seeking local people's views about recent improvements to accessing GP services, with the aim of making further improvements during 2019. Please retweet and share. It only takes 5 mins, survey link here:



Patient Survey on Improved Access Service
surveymonkey.co.uk

11/01/2019, 14:49

4 Retweets



Tweet your reply



Survey content

- Awareness of improved access
- Importance of access to GP services at different times of the week
- How patients do / would travel to see a GP
- How far / long people would expect to travel to see a GP
- How important a GP being able to see their full medical record is
- How patients would like to book appointments
- How best we build awareness of the service
- Opportunity to add additional comment