

# Item 1: ICB performance report of primary care and ambulance services

North Somerset Health Overview & Scrutiny Panel  
13<sup>th</sup> October 2022

# Primary Care

# Context

- Primary Care activity exceeded pre-pandemic levels in July 2020
- New models of care have continued following the learning from Covid19
- The Covid vaccination programme continues to be a priority alongside day to day business
- Multiple programmes of work are underway to move care into the community requiring general practice support

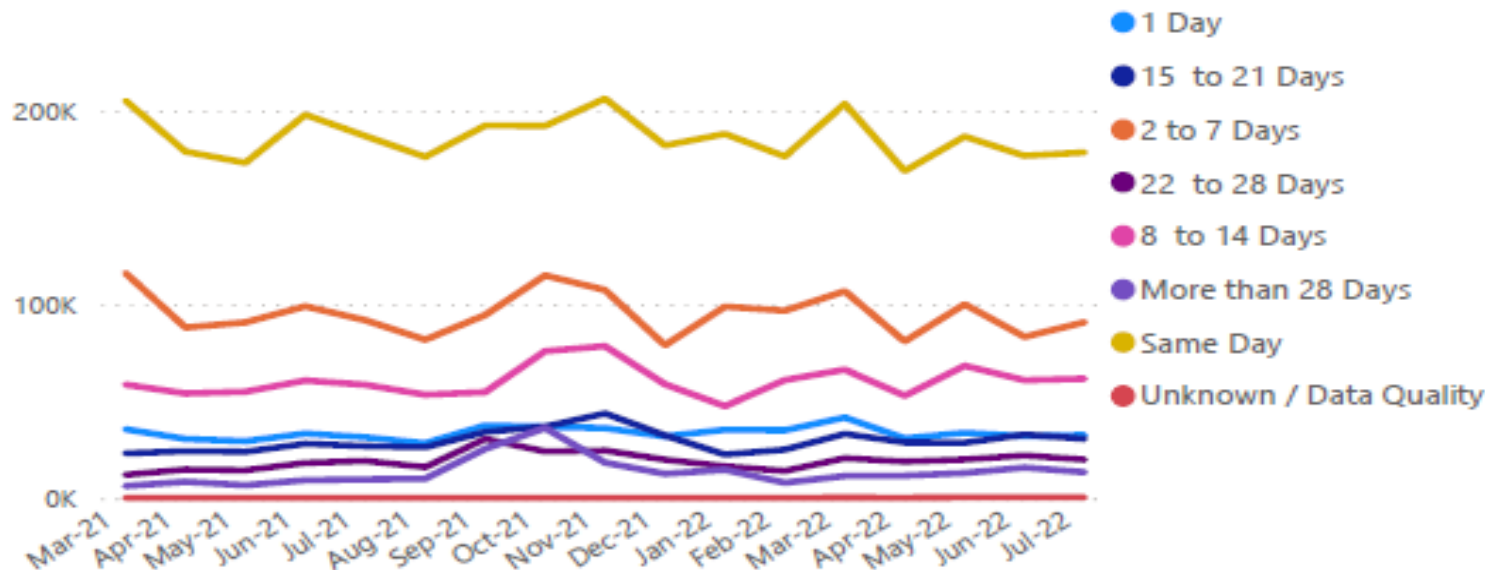
# Current GP Access Position

## Key Messages:

- Face to face continues to increase (54%)
- Online Consultations stabilising at around 12% in line with increased face to face and telephone consultations (stabilising at around 34%) as preferred methods. Video continues to be an option but whilst helpful during Covid is the least preferred method now
- The largest proportion of activity remains same day (55%)
- Pre-planned long term condition management and patient choice account for some longer duration times
- More than 5.5m appointments were carried out in GP practices in BNSSG during 2021, with a forecasted 7.3m for 2022/23

	Face-to-Face	Home Visit	Online Consultation	Telephone	Unknown
Sep-21	48.72%	0.79%	13.00%	35.77%	1.72%
Oct-21	53.63%	0.81%	11.79%	31.83%	1.95%
Nov-21	51.39%	0.87%	12.16%	33.82%	1.75%
Dec-21	49.54%	1.04%	11.38%	36.30%	1.74%
Jan-22	47.61%	0.96%	12.86%	36.71%	1.86%
Feb-22	48.45%	0.93%	12.63%	36.09%	1.90%
Mar-22	49.59%	1.01%	12.23%	35.40%	1.76%
Apr-22	50.48%	1.10%	12.00%	34.46%	1.96%
May-22	52.37%	1.05%	12.22%	32.47%	1.90%
Jun-22	53.08%	1.07%	12.11%	31.91%	1.83%
Jul-22	53.86%	1.03%	11.97%	31.32%	1.82%

## GP appointments time between booking and Appointment



# GP Patient Survey 2022 results

- Results across our area are above the national average for people's overall experience (75% good compared to 72% national), the helpfulness of receptionists (85% compared to 82%), the satisfaction of appointment offered (74% compared to 72%) and for confidence and trust in the healthcare professional (95% yes compared to 93% nationally)
- We also recognise there are some areas for improvement and we have highlighted some of the access work we are doing



## About the survey

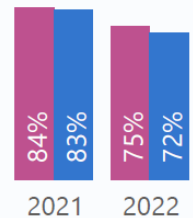
Response rate



Responses received

2021	2022
10115	8622

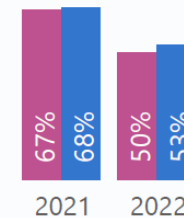
## Overall experience of GP practice



👍 The majority of patients had a good overall experience of their GP practice

👎 9% decrease from 2021

## Access



👎 Less than half of patients find it easy to get through to their practice by phone. 17% decrease from 2021 and lower than the national average

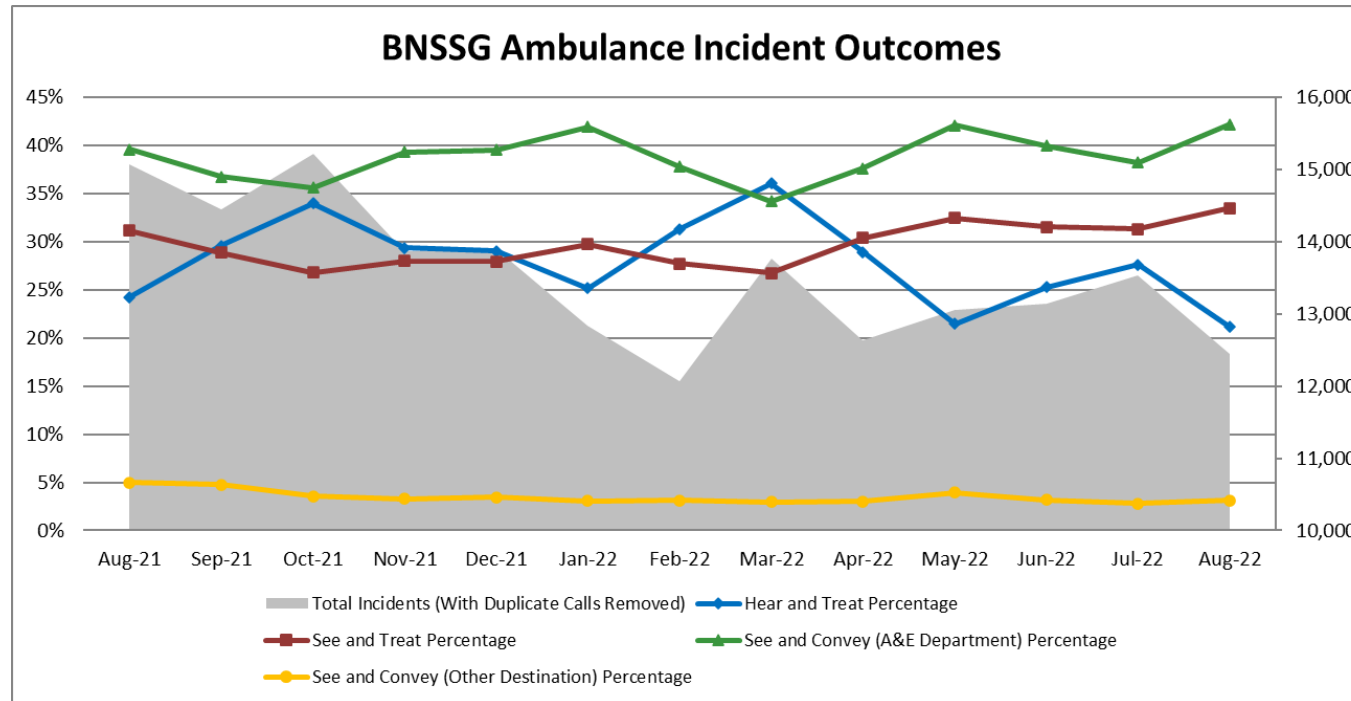
This year's survey was conducted from 10 Jan to 11 Apr 2022. This was after a rise in Covid-19 cases in Dec 2021 but as restrictions were being eased. The 2021 survey took place during the third Covid-19 lockdown. This wider context should be taken into account when looking at results over time

# Looking Ahead

- Flu and covid vaccination campaign from September for over 50s in addition to other specific cohorts (clinical at risk, carers, health and care workers, household contacts of people with immunosuppression)
- Working with our PCNs to develop backlog recovery approaches
- National commitment to release some PCN funding to support access over winter
- Continued focus on growing the workforce and supporting retention
- Public messaging

# Ambulance Performance

# SWASFT Incident Outcomes – BNSSG ICB – August



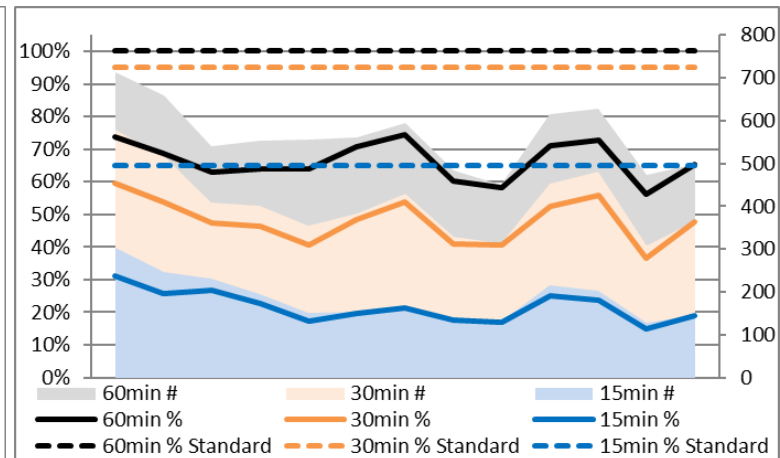
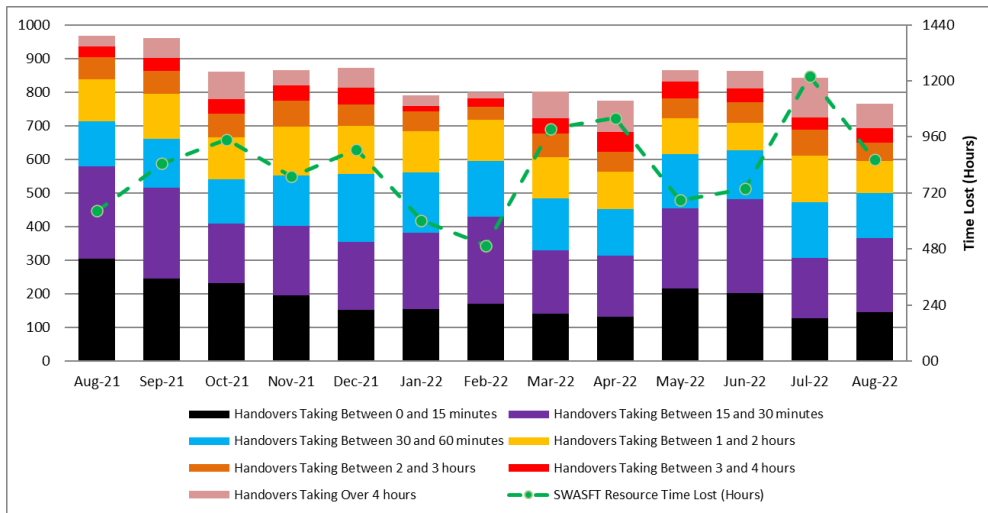
## Ambulance Incident Outcomes – July to August

- Hear and Treat percentage decreased from 27.6% to 21.2%. This is better than the same period in 19/20 (12.2%).
- See and Treat percentage increased from 31.3% to 31.5%. This is worse than the same period in 19/20 (32.3%).
- See and Convey (A&E Department) percentage increased from 38.2% to 42.2%. This is better than the same period in 19/20 (49.2%).
- See and Convey (Other Destination) percentage increased from 2.8% to 3.1%. This is better than the same period in 19/20 (6.2%).

*Data source: M032 - SWASFT A&E Monthly Commissioners Report*



# Ambulance Handovers WGH – August



## Ambulance handovers & Time lost – July to August

- Total number of handovers over 15 minutes improved from 716 to 620. This is worse than the same period in 19/20 (328).
- Total number of handovers improved from 843 to 766. This is better than the same period in 19/20 (1,019).
- The total time lost improved from 1,220 hours to 863 hours. This is worse than the same period in 19/20 (58 hours).
- The longest individual handover in July was 10h42m19s.

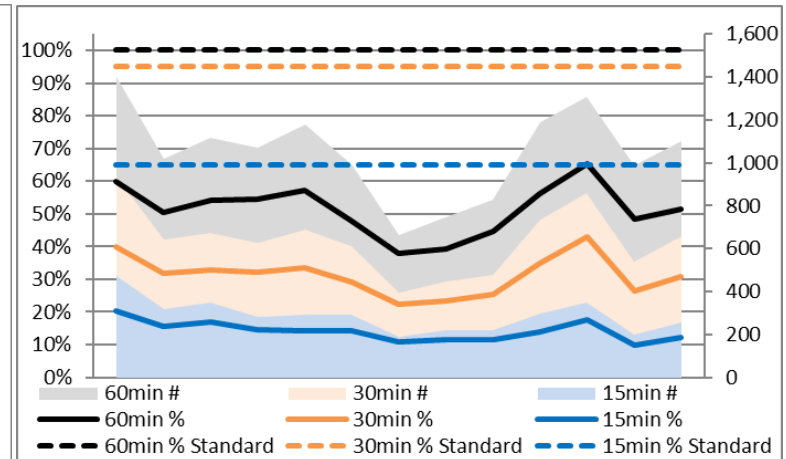
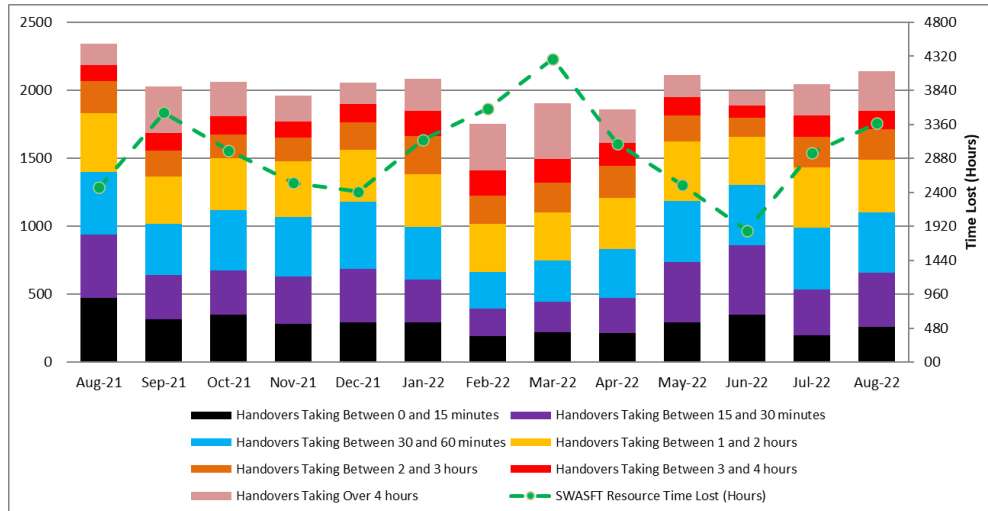
## Ambulance handover Standards – July to August

- % within 15 minutes improved from 15.1% to 19.1% but failed the 65% standard.
- % within 30 minutes improved from 36.1% to 47.7% but failed the 95% standard.
- % within 60 minutes improved from 56.1% to 65.3% but failed the 100% standard.
- Performance against all 3 standards was worse than the same period in 19/20.

Data source: M032 - SWASFT A&E Monthly Commissioners Report

# Ambulance Handovers

## BRI – August



### Ambulance handovers & Time lost – July to August

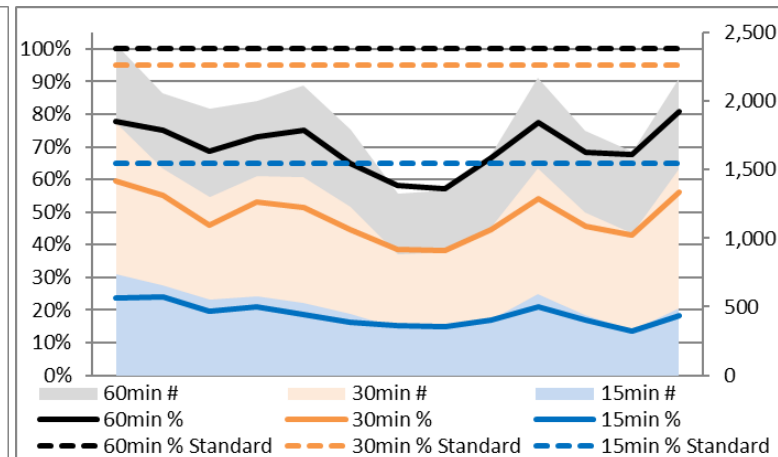
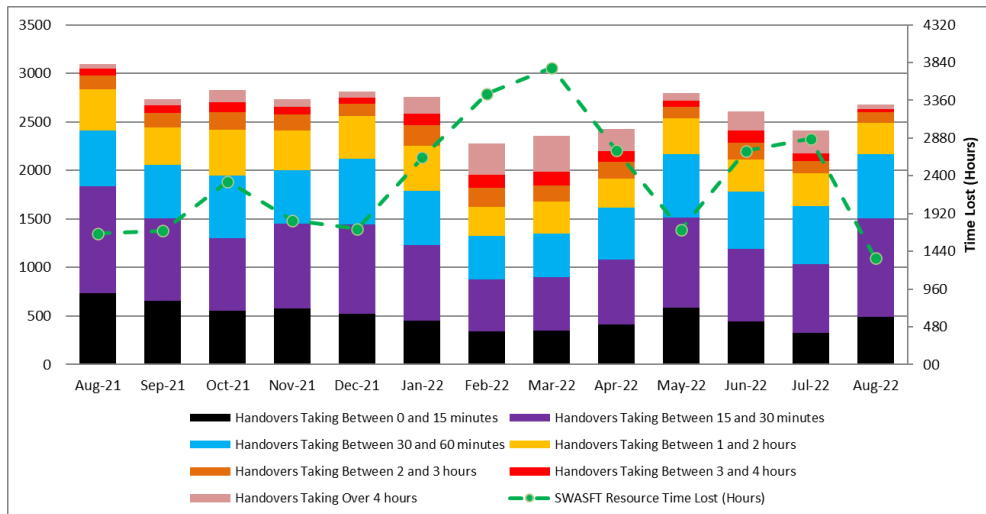
- Total number of handovers over 15 minutes worsened from 1,845 to 1,883. This is worse than the same period in 19/20 (544).
- Total number of handovers worsened from 2,043 to 2,241. This is better than the same period in 19/20 (2,251).
- The total time lost worsened from 2,952 hours to 3,372 hours. This is worse than the same period in 19/20 (68 hours).
- The longest individual handover in July was 16h52m18s.

### Ambulance handover Standards – July to August

- % within 15 minutes improved from 9.7% to 12.1% but failed the 65% standard.
- % within 30 minutes improved from 26.3% to 30.8% but failed the 95% standard.
- % within 60 minutes improved from 48.3% to 51.4% but failed the 100% standard.
- Performance against all 3 standards was worse than the same period in 19/20.

Data source: M032 - SWASFT A&E Monthly Commissioners Report

# Ambulance Handovers NBT – August



## Ambulance handovers & Time lost – July to August

- Total number of handovers over 15 minutes worsened from 2,078 to 2,190. This is worse than the same period in 19/20 (814).
- Total number of handovers worsened from 2,407 to 2,678. This is similar to the same period in 19/20 (2,676).
- The total time lost improved from 2,872 hours to 1,349 hours. This is worse than the same period in 19/20 (105 hours).
- The longest individual handover in August was 8h19m38s.

## Ambulance handover Standards – July to August

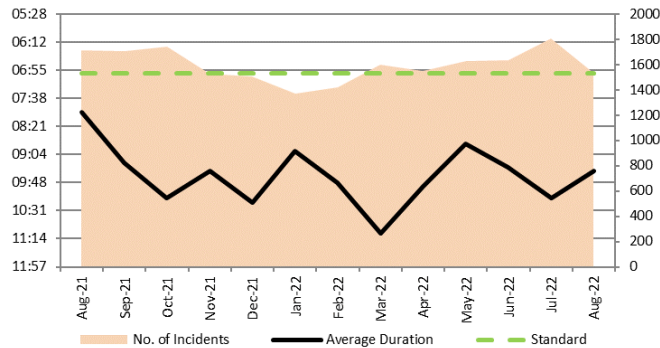
- % within 15 minutes improved from 13.6% to 18.2% but failed the 65% standard.
- % within 30 minutes improved from 42.9% to 56.2% but failed the 95% standard.
- % within 60 minutes improved from 67.8% to 68.9% but failed the 100% standard.
- Performance against all 3 standards was worse than the same period in 19/20.

Data source: M032 - SWASFT A&E Monthly Commissioners Report

# SWASFT Response Times – August

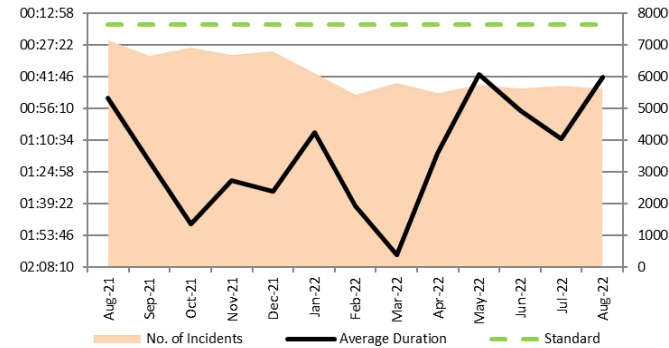
## Category 1 Average Duration (min:sec)

BNSSG average response time improved to 9m30s. The 7 min standard was last achieved in May 2021. This is worse than the same period in 19/20 (6m12s).



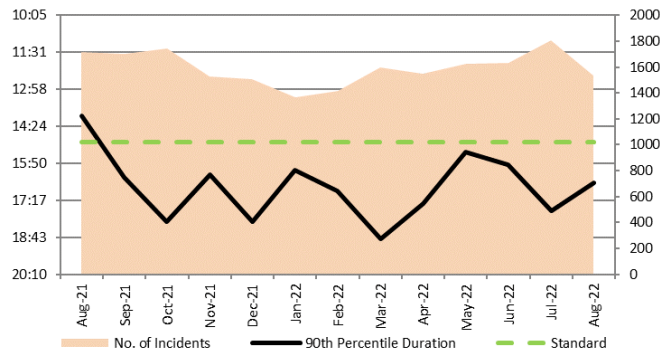
## Category 2 Average Duration (hr:min:sec)

BNSSG average response time improved to 42m00s. The 18 min standard was last achieved in July 2020. This is worse than the same period in 19/20 (24m24s).



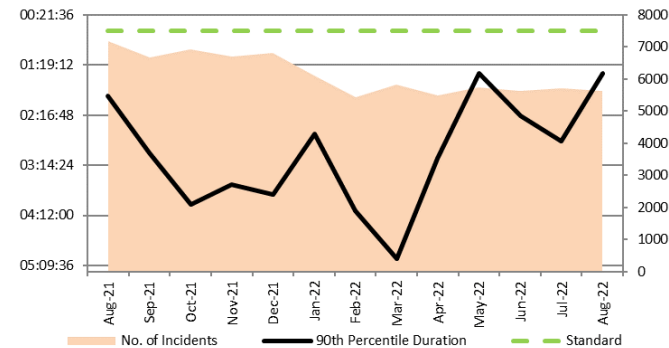
## Category 1 90th Percentile Duration (min:sec)

BNSSG performance improved with 90% responded to in 16m36s. The 15 min standard was last achieved in August 2021. This is worse than the same period in 19/20 (10m18s).



## Category 2 90th Percentile Duration (hr:min:sec)

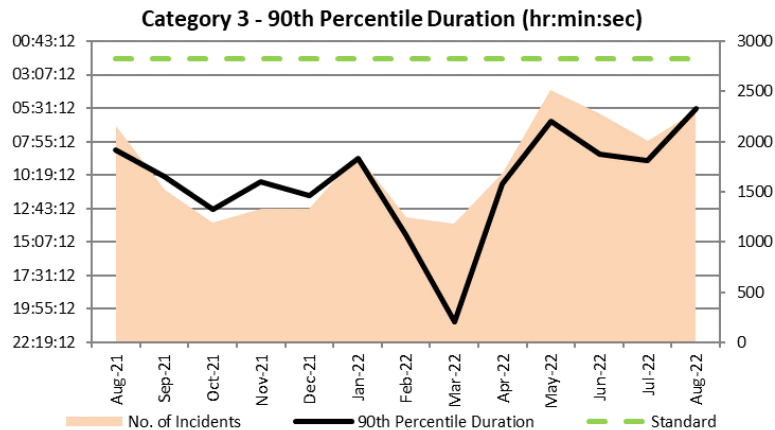
BNSSG performance improved with 90% responded to in 1h29m18s. The 40 min standard was last achieved in August 2020. This is worse than the same period in 19/20 (50m48s).



# SWASFT Response Times – August

## Category 3 90<sup>th</sup> Percentile Duration (hr:min:sec)

BNSSG performance improve in August with 90% responded to in 5h32m06s. The 2 hour standard has not been achieved since July 2020. This is worse than the same period in 19/20 (2h38m18s).



## Category 4 90<sup>th</sup> Percentile Duration (hr:min:sec)

BNSSG performance improved in August with 90% responded to in 7h20m18s. The 3 hour standard has not been achieved since June 2020. This is worse than the same period in 19/20 (2h38m24s).

