

APMS Service Review
Resolution Practice, Middlesbrough

Subject	APMS Service Review – Resolution Practice
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Practice Address	Resolution 11 Trinity Mews North Ormesby Middlesbrough Cleveland TS3 6AL
Contract Type	APMS
CCG	NHS South Tees CCG
Current Service Provider	South Tees Hospital Foundation Trust The James Cook University Hospital Marton Road Middlesbrough TS4 3BW

1. Introduction

- 1.1 The South Tees Hospital NHS Foundation Trust holds a five year APMS (Alternative Primary Medical Services) contract to provide patient care to both registered and unregistered patients. This service is delivered from the Resolution Centre at North Ormesby Health Village in Middlesbrough. The contract commenced in 1st January 2009 with Middlesbrough Redcar and Cleveland Community Services (MRCCS) but transferred to South Tees Hospital Foundation Trust as part of Transforming Community Services on 1st April 2011.
- 1.2 All APMS contracts contain a requirement to deliver key performance indicators above those of a GMS (General Medical Services) or PMS (Personal Medical Services) contract. Providers have a requirement to deliver agreed activity in terms of the number of patients who are registered with the practice and the number of attendances by unregistered patients. NHS England Local Area Team is responsible for the registered element of the contract and NHS South Tees CCG for the non-registered patient element. Prior to 1st April 2013 both elements of the contract were managed by the North East Primary Care Service Agency on behalf of NHS Tees.
- 1.3 A joint service review has been undertaken by North of England Commissioning Support (NECS) on behalf of the CCG to mirror the process of the NHS England Area Team. The purpose of this report is to outline the findings and outcome of the service review.

2. Background

2.1 Middlesbrough Population and Health

Resolution Practice is based within the local authority area of Middlesbrough Borough Council. Within Middlesbrough locality there are 154,534 patients and 25 GP practices.

Middlesbrough Joint Strategic Needs Assessment 2010 identifies that all cause mortality is significantly higher than national averages for both males and females. Causes of death which are statistically significantly higher than England are:

- For men & women: suicide & injury undetermined, lung cancer, circulatory disease; and all cancers combined.
- For men only: stroke and accidents.
- For women only: cervical cancer.

Middlesbrough Health Profile 2012 (attached as Appendix 1) identifies that:-

- The health of people in Middlesbrough is mixed compared with the England average. Deprivation is higher than average and about 9,800 children live in poverty.
- Life expectancy for both men and women is lower than the England average and shows significant variation within Middlesbrough (up to 14.8 years for men and 11.3 years for women between the most and least deprived areas).
- A number of key national measures of health and wellbeing report Middlesbrough below the national average.

2.2 National context

“Our NHS Our Future” NHS Next Stage Review was the national policy driver for developing services such as those delivered from the Resolution Practice.

The Interim Report produced by Professor Lord Darzi (October 2007), identified a need for PCTs (nationally) to develop 150 GP-led health centres, situated in easily accessible locations and offering a range of services to all members of the local population (whether or not they choose to be registered with these centres), including pre-bookable appointments, walk-in services and other services.

The guiding principle was to ensure that any member of the public could access GP services at any time between 8am and 8pm, seven days a week. These centres were intended to reflect local need and circumstance and maximise the scope for co-location with other community based services such as diagnostic and therapeutic services.

2.3 Access and Choice in Primary Care Services - Middlesbrough PCT

Appendix 2 details a report on the results of the formal public consultation ‘Improving Access and Choice in Primary Care Services’ produced by Middlesbrough Primary Care Trust (PCT) in 2008. The consultation, which ran from 5th May to 1st August 2008, asked the public to comment on the PCT’s proposals to establish a new health centre and a new GP practice in the Middlesbrough area.

The report sets the scene by highlighting the background to the consultation process stating that:-

- A more personal health service is the challenge for the NHS and remains a key national priority particularly for primary care.
- There are major inequalities in health and wellbeing and that there are links between primary care provision and ill-health
- The Government’s commitment to improve access to, choice in, and responsiveness of primary care services.

- A significant variation in access to services and the care received.
- Further challenges are an ageing population and the requirement to keep pace with the expectations of patients and the public.

In summary 485 respondents either completed a questionnaire (postal, online or by telephone), attended a public meeting, telephoned, wrote in or emailed with their comments. The majority of responses where a position was stated (65%) were in support of the Primary Care Trust's proposals and welcome the extra health provision in areas of Middlesbrough that need it most.

Support for the proposal of North Ormesby Health Village as the location of the new health centre: 46% said Yes (North Ormesby was central, on good public transport routes and the local area's poor health record demanded additional resource), 24% said No (too far from where I live, 5% respondents opposing the proposals said No here) and 30% said Don't know (most not resident in North Ormesby).

3. Current Service Provision

3.1 Overview of provision

The practice is based at North Ormesby Health Village situated within North Ormesby in a busy commercial area opposite the market place and Kings Road. The premises are situated close to the A66 approximately 1 mile east of Middlesbrough town centre.

North Ormesby Health Village is one of the largest Primary Care developments in the North East marking a significant regeneration to the local area. Also within the village are the following services:-

Name	Address at Trinity Mews	Service Type
Oakfield Surgery	1	GP Practice
Kings Road Medical Centre	3	GP Practice
Hirsel Medical Centre	5	GP Practice
Westbourne Medical Centre	7	GP Practice
Integrated Dental Holding	8	Dentist
Cohens Pharmacy	9	Pharmacy
Resolution	11	Urgent Care and GP Practice Also based within the building are a Podiatry Service and Retinal Screening
NHS Sexual Health Teesside	11a	Contraception and Genito-Urinary Medicine (GUM) Psychosexual counselling Rapid HIV testing / HIV counselling
North Ormesby Dialysis Centre	12	Satellite unit of James Cook University Hospital Renal Unit, serving the community of Middlesbrough and East Cleveland
Sexual Assault and Referral Centre	13	Provides services for people who have experienced recent rape or sexual assault

The table below shows the travelling distance between The Resolution Practice and other Urgent Care and Walk-in Centres across South Tees CCG:-

Provider Name	Provision	Distance in miles from Resolution
Eston Grange Health Centre	Walk-in Centre	2.4
James Cook University Hospital	A&E Department	2.6
Redcar Primary Care Hospital	Minor Injuries Unit	8.7

3.2 Contracted Activity – Unregistered Attendances

The Resolution Practice opening hours are 8:00am to 8:00pm Monday to Sunday.

The service aim is to provide a service to ambulatory people (adults and children) who are, or believe themselves to be ill and to deliver health promotion and prevention to ambulatory patients

The services are:

- To provide unscheduled care for patients presenting with minor injury or minor illness
- To provide urgent assessment, treatment and appropriate referral for all patients attending the health centre
- To arrange appropriate diagnostic tests as available and arrange follow up or referral
- To work collaboratively and closely with other organisations to ensure quick, effective and safe treatment in the most appropriate setting

Table 1 demonstrates that the unregistered element of this practice has been consistently and significantly over the contract target. For contract year 5 (March 2014) 42,636 attendances were reported against a target of 20,000.

Table 1 – Comparison of Contract and Actual Activity for Years 1 to 5

Year	Period	Target	Actual	Above Target
1	Jan 09 to Mar 09	3,250	4,976	1,726
1	Apr 09 to Mar 10	13,750	29,690	15,940
2	Apr 10 to Mar 11	17,000	42,316	25,316
3	Apr 11 to Mar 12	20,000	41,269	21,269
4	Apr 12 to Mar 13	20,000	43,558	23,558
5	Apr 13 to Mar 14	20,000	42,636	22,636

3.3 Patient Demographics

Data has been extracted from the GP clinical system at Resolution to gain analysis of patient demographics and attendances during 1st April 2012 and 31st March 2013. Chart 1 shows that the highest proportion of patients who attended Resolution was children aged 0 – 4 years (22.2%) with the second highest being 20-24 year olds (10.5%). 58% of patients attending the service are female and 42% Male.

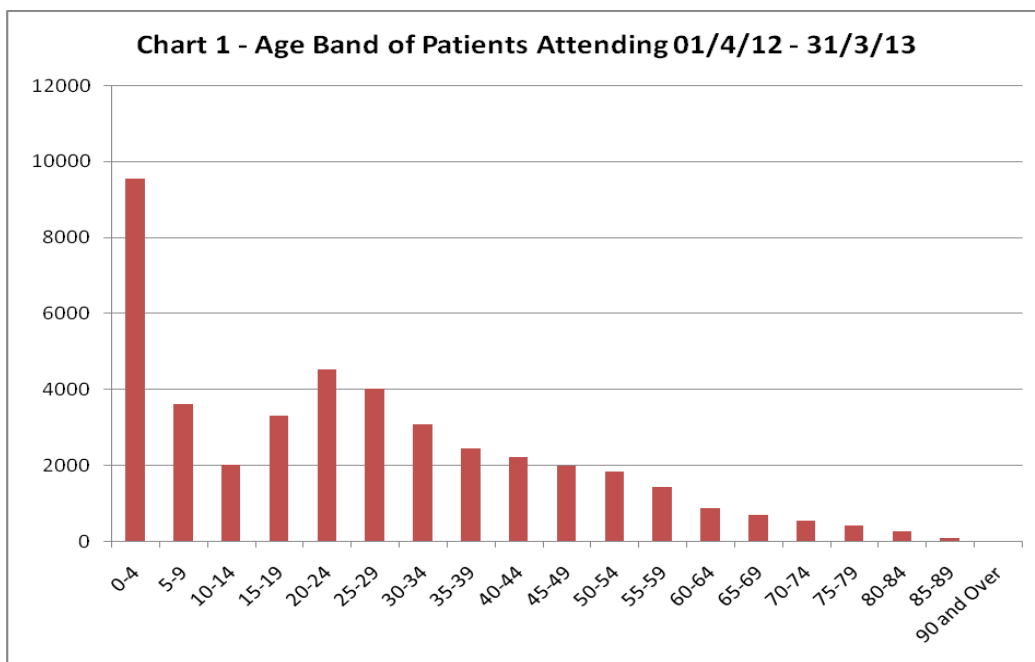


Table 2 - Ethnicity of Patients

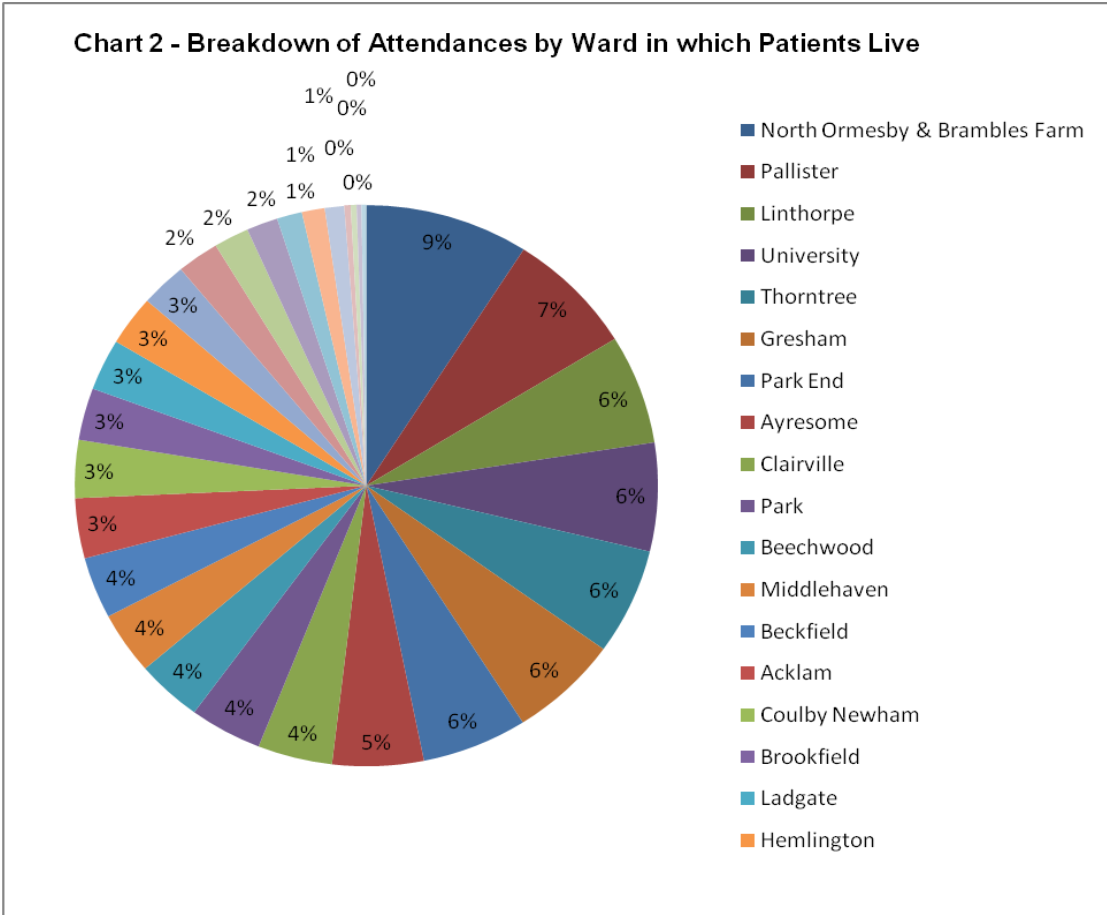
Ethnic Group	% Patients Attending
WHITE - British	77.4%
OTHER ETHNIC GROUP - Any other ethnic group	14.6%
ASIAN Or ASIAN BRITISH - Pakistani	2.6%
MIXED - White & Asian	0.8%
WHITE - Any other white background	0.5%
ASIAN Or ASIAN BRITISH - Any other Asian background	0.5%
ASIAN Or ASIAN BRITISH - Indian	0.4%
BLACK Or BLACK BRITISH - African	0.4%
MIXED - White & Black African	0.3%
MIXED - Any other mixed background	0.2%
OTHER ETHNIC GROUP - Chinese	0.2%
BLACK Or BLACK BRITISH - Any other Black background	0.1%
MIXED - White & Black Caribbean	0.1%
WHITE - Irish	0.1%
ASIAN Or ASIAN BRITISH - Bangladeshi	0.0%
Not stated	1.9%

Table 3 shows that the majority (91.9%) of patients who attended the service were residents in Middlesbrough.

Table 3 – Town where Patients Live who Attended during 1/4/12 – 31/3/13

Attendances by Locality (based on Patient Postcode of residence)	% Patients Attending
Middlesbrough	91.9%
Stockton	6.4%
Redcar and Cleveland	1.6%
Hartlepool	0.1%

Chart 2 shows the breakdown of wards where patients live in the town by percentage of attendances.



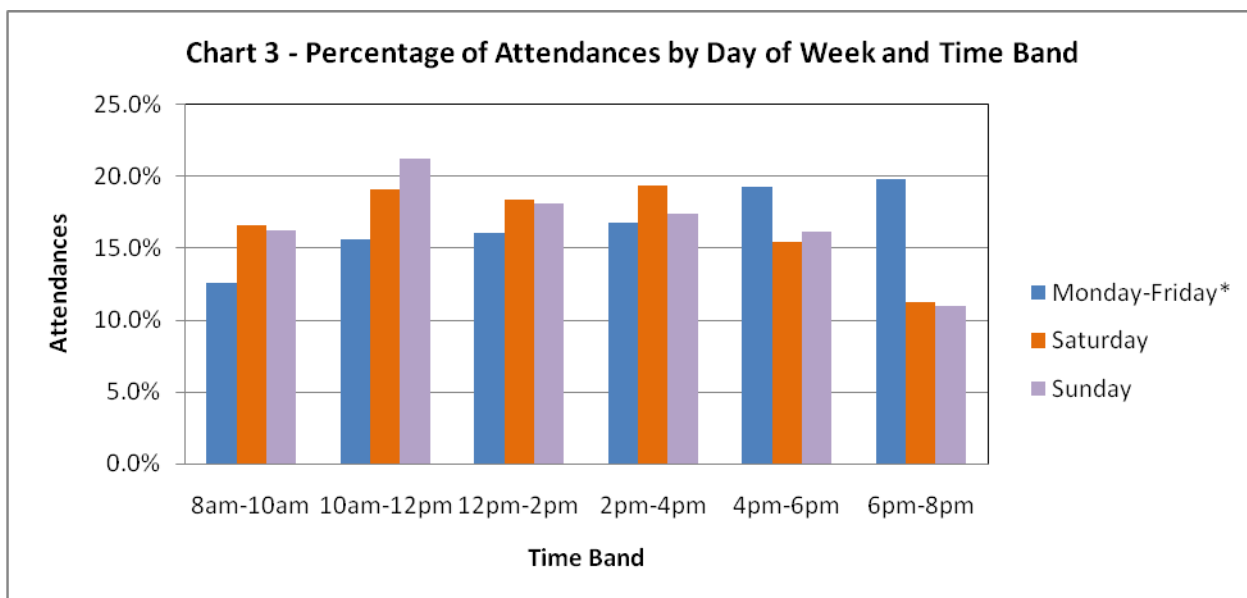
3.4 Analysis of Attendances

In addition to patient demographics an analysis of attendances at Resolution Practice has been undertaken. A comparison of attendance during in hours i.e. 8am to 6.00pm Monday to Friday excluding bank holidays and out of hours i.e. Monday to Friday 6:00pm to 8pm and Saturday to Sunday 8am to 8pm is shown below.

Table 4 - Comparison of Attendances during In Hours and Out of Hours

In/Out of Hours	% Attendances
In Hours	47.4%
Out of Hours	52.6%

Chart 3 shows that the busiest time periods during Monday to Friday are 4pm - 6pm and 6pm - 8pm and on a Sunday 10am to 12 noon. The chart also demonstrates Monday to Friday the frequency of attendances increases towards the end of the day whereas on a weekend the busiest time periods are earlier in the day.



*Attendances from Monday to Friday will include Bank Holidays

Table 5 shows 28,030 patients attended Resolution Practice during 1st April 2012 to 31st March 2013 and of those patients 69.3% attended on one occasion. However as the table shows, some patients are attending far more frequently raising questions as to the reasons for this and to the nature of their health needs.

Table 5 – Frequency of Attendances throughout 1st April 2012 to 31st March 2013

Frequency of Attendances	Number of Patients	Attendances	% age
1	19429	19429	69.32%
2	5182	10364	18.49%
3	1925	5775	6.87%
4	771	3084	2.75%
5	351	1755	1.25%
6	168	1008	0.60%
7	102	714	0.36%
8	46	368	0.16%
9	22	198	0.08%
10	14	140	0.05%
11	12	132	0.04%
12	4	48	0.01%
15 or over	4	71	0.01%
Total	28,030	43,086	100.0%

Appendix 3 shows the outcome of attendances which were recorded at the end of each consultation. Multiple outcomes may be recorded for one attendance and Table 6 shows the frequency of each of the outcomes. Half of those patients who attended were given a prescription.

Table 6 – Outcome of Attendances

Outcome of Appointment	% Attendances
Prescription	49.8%
May require follow up/own GP appointment	70.6%
Call back	2.3%
No follow up	7.1%
Admitted	0.8%
Referred to Hospital	0.8%
Other	3.9%

Analysis was also undertaken to understand how many patients were attending South Tees James Cook or North Tees Accident & Emergency sites or a local minor injury unit 48 hours before or after their attendance at the Walk-in Centre and this was found to be only 3.6% of attendances. The number of patients who became registered with the practice within 7 days of attendance was 317 patients.

Table 7 below shows percentage of attendances broken down by the GP practice with which patients are registered. For statistical significant purposes only the top 20 GP practices are listed. Each of the practices is located in Middlesbrough with the exception of Woodbridge which has sites at Ingleby Barwick and Thornaby. Also shown is the geographical distance between the practice and Resolution.

Table 7 – Percentage Attendances by registered GP Practice (Highest 20)

GP Practice	% Attendance	Distance in miles from Resolution
Linthorpe Surgery	9.4%	2.0
Park Surgery	7.1%	1.8
Crossfell Health Centre	6.3%	1.1
Village Medical Centre	6.2%	3.2
Newlands Medical Centre	6.1%	0.8
Erimus Practice	5.2%	1.5
Woodlands Surgery	5.0%	1.1
Borough Road & Nunthorpe Medical Group	4.2%	0.8
Prospect Surgery	3.9%	1.5
Kings Road Medical Centre	3.5%	0
Hirsel Medical Centre	3.4%	0
Endeavour Practice	3.2%	1.5
Cambridge Medical Group	3.1%	3.1
Oakfield Surgery	3.1%	0
Discovery Practice	3.0%	1.5
Westbourne Medical Centre	2.7%	0
Martonside Medical Centre	2.6%	2.3
Coulby Medical Practice	2.5%	6.0
Woodbridge Practice (Ingleby Barwick / Thornaby)	2.5%	8.2/5.3
Thorntree Surgery	2.2%	2.0

3.5 Patient Questionnaires

During August 2013 200 questionnaires were issued to patients attending as unregistered patients. 78 questionnaires were returned and the results have been collated and shown as Appendix 4. A summary of the findings are as follows:-

- The majority of people who completed the questionnaire were the patient themselves with 15.4% being the parent of a child who was attending.
- 23.1% of patients had contacted their GP prior to visiting the walk-in centre and the highest response for attending with 60.3% was that it was quicker than getting an appointment at the GP surgery. 24.4% of the responses stated that service had a more convenient location and 29.5% said it had more convenient opening hours.
- 73% of patients had used the walk-in centre previously.
- No patients said they were sent by A&E, minor injury units or GP surgery.
- If the walk-in centre was not in existence 35.9% would have gone to accident and emergency and 32% would have gone to their GP or practice nurse. 10.3% would have looked after themselves.
- When asked regarding their expectations from the service, the highest response (55.1%) stated offered a prescription.
- 92.5% of patients had not visited another healthcare facility within the previous 48 hours.
- 82.4% of attendees were registered with a GP practice within the town although only 9 attendees were happy to name the practice.

3.6 Patient Satisfaction

Appendix 5 shows the GP Access Survey (March 2013) which shows an extract of practice achievement for the top 20 practices whose patients attend the Resolution Practice as shown within Table 8. Full GP Access service results are available at <http://practicetool.gp-patient.co.uk/practice>

4. Key Performance Indicators

4.1 KPI Overview

The APMS contract for Resolution Practice has key performance indicators (KPIs) which are 25% of the contract value. The KPIs are broken down as follows:-

- 40% - KPIs which measure performance against registered quality indicators.
- 60% - KPIs which measure performance against unregistered quality indicators

Appendix 6 shows the achievement of KPIs during the first four years of the contract. Each of the KPIs has a performance band, payment band and weighting as shown within Appendix 7. Payment for KPIs is within the specified bands for example with the first indicator "Percentage of patients registered and unregistered suffering from immediate and life threatening conditions having treatment commenced within 5 minutes of them presenting at the Health Centre" has a weighting of 5.6% of the KPI overall value.

To achieve 100% of the payment value 100% of patients (with immediate life threatening conditions) were to be seen within 5 minutes of presenting.

Achievement of less than 100% but 95% or more achieves 75% of the payment.

Achievement of less than 95% entitles the provider to 25% of the payment.

4.2 Revised KPIs

The KPIs changed in September 2011 due negotiations between the STHFT and the NEPCSA whereby the Trust felt that those which have now been removed (shown as being in grey within appendices 10 and 11) were felt to be meaningless and the weighting should be re-adjusted to the remaining KPIs that would remain. Please note, however, that this data is self reported and historically has not been validated as part of the contract management process.

No additional payments are made for KPIs but payments made for unregistered attendances are adjusted and deductions made according to KPI achievement.

5. Summary of APMS Review Findings

- 5.1** This report demonstrates that North Ormesby is a deprived area of Middlesbrough with GP provision locally and the nearest Accident and Emergency Department being 2.6 miles away.

Attendances are well above those which have been contracted, the level of activity throughout the contract clearly demonstrates that patient demand exists and in contrast, there is no evidence of a decrease in the demand for accident and emergency.

The success of the walk-in centre appears to have created a new patient demand. It may be that the ease of access to appointments has raised expectations in terms of the speed at which patients can be seen on a walk-in basis and by doing so the service has met the requirement for which it was intended in terms of the Darzi reforms.

6. Options Available to the CCG

- 6.1** In relation to future walk-in service provision at Resolution Practice, three options were identified for consideration by NHS South Tees Clinical Commissioning Group. The benefits and risks of each option were very carefully considered.

Option 1 – Procure a walk-in centre service for a 3 year period
Option 2 – Decommission the service
Option 3 – Extend the existing contract

7 Service Review Outcome

7.1 Extension of original contract award

On 25th September 2013 the CCGs Executive Team reviewed the contract position and identified that Urgent and emergency care services were being reviewed nationally. The Executive was advised that extending the contract to the 31st March 2015 would allow time for the CCG to understand the implications of the national review and the influence upon urgent care across South Tees.

7.2 Outcome of review

In June 2014 the Executive Team again considered the contract position, in light of the review and noted that extending the contract for a further 12 months, to March 31st 2016 would provide stability to the service and provider while the CCG formulated its Urgent Care Strategy. The

Executive Team supported a request for an extension to the unregistered element of the Resolution contract from 1st April 2015 to 31st March 2016.

- 7.3** The South Tees CCG Governing Body considered and approved the extension to the unregistered element of the APMS contract, held by the South Tees Hospital NHS Foundation Trust and delivered from the Resolution Centre, in July 2014. The extension covers the period 1st April 2015 to 31st March 2016.
- 7.4 NHS England and the 'registered patients' element of the contract**
The NHS England Area Team has also consulted with those patients that are directly affected by these proposals as well as with wider stakeholders, such as Overview and Scrutiny Committees, MPs, Councillors, HealthWatch, Clinical Commissioning Groups, GP practices, Local Representative Committees for GPs, dentists, pharmacists, optometrists and community groups.
- 7.6** The stakeholder engagement documentation consulted on the option to procure a new practice within the local area advising that, should a new contract be introduced the expectation is that the patients registered with Resolution Health Centre would be transferred to the replacement practice upon commencement of the service.
- 7.7** On 13th October 2014 the NHS England Area Team advised that their intention was to enter into negotiations to extend the registered element of the Resolution contract to 31st March 2016, in line with the CCGs extension of the 'walk-in' element of the contract.

Report Prepared by Helen Metcalfe – Senior Commissioning Support Officer, on behalf of Dr Mike Milner – South Tees CCG Governing Body Member and Urgent Care Lead

January 2015

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Appendices

Appendix 1 – Health Profile – Middlesbrough 2012



HealthProfile2012Mid
dlesbrough.pdf

Appendix 2 - The Independent Assessment of the GP Practice and GP led Health Centre Development Public Consultation – 13th August 2008



GPHC_Full_Report_M
iddlesbrough.pdf

Appendix 3 – Outcome of Attendances during 1st April 2012 to 31st March 2013

Outcome of Attendance	Attendances	Prescription	Follow up/own GP	Call back	No follow up	Admitted	Referred to Hospital	Other
To Ring Own GP If No Better Prescription Issued	11335	11335	11335					
To Ring Own GP If No Better	10232		10232					
No Follow Up Required	3056				3056			
Prescription only	2961	2961						
Prescription Issued	2440	2440						
Own GP: Needs routine appointment	2119		2119					
Follow up appointment needed	2004		2004					
Prescription only Own GP: Needs routine appointment	1473	1473	1473					
To Ring Own GP If No Better Prescription Issued Follow up appointment needed	1322	1322	1322					
Call back if no better	994			994				
No Follow Up Required Prescription only	805	805						
Prescription Issued Follow up appointment needed	544	544	544					
To Ring Own GP If No Better Follow up appointment needed	498		498					
Admitted to Hospital	348					348		
Prescription only Own GP: Needs routine appointment Follow up appointment needed	328	328	328					
Prescription only Follow up appointment needed	231	231	231					
Referred to A&E	223						223	
Own GP: Needs routine appointment Follow up appointment needed	196		196					
Own GP: Needs Urgent Appointment	158		158					
Onward referral - hospital	133						133	
Other	1686							1686
Total	43086	21439	30440	994	3056	348	356	1686
%age		49.8%	70.6%	2.3%	7.1%	0.8%	0.8%	3.9%

Appendix 4 – Resolution Questionnaire Completed by 78 patients (7 respondees did not complete the back page, questions 7 – 12)

1. Who is the patient?	% Response	Summary of “other” text
Myself	82.1%	1 grandparent 1 work colleague 1 husband
My child	15.4%	
Other (please specify)	2.6%	
2. Did you contact your own GP or 111 prior to visiting the walk-in service today?		
Yes my GP	23.1%	
Yes 111 service	1.3%	
No	71.8%	
3. What were the main reasons you decided to come to the walk-in service today rather than go elsewhere? (e.g. go to a GP surgery, go to A&E or phone 111.) Please tick as many as apply		
More convenient location	24.4%	On Holiday - Own GP surgery was closed - Just landed from holiday - Thought it was most appropriate -as I'm working 12 hour shifts and my symptoms have got worse and with working I have been unable to get to my GP - Not Urgent enough for A&E but GP is closed - Endless trips to doctors and dentist told there was nothing wrong and prescribed pain killers -Went to Chemist -No appointments available today There would have been no appointments with the GP at this time -111 didn't call back, waited 2hours
More convenient opening hours	29.5%	
Easier because I work nearby	6.4%	
Quicker than getting an appointment at the GP surgery	60.3%	
Had more confidence in the advice/treatment I would get	5.1%	
Not registered with a GP	3.8%	
Better range of services	2.6%	
Didn't want to bother my doctor	2.6%	
Shorter wait than going to A&E	5.1%	
Sent here by A&E, minor injuries unit or GP surgery	0.0%	
Didn't think about going anywhere else	1.3%	
Other	7.7%	
If other, please describe	14.1%	
4. What time did you attend the walk-in service today? Between:		
8am - 10am	7.7%	
10am - 12noon	6.4%	
12noon - 2pm	30.8%	
2pm - 4pm	10.3%	
4pm - 6pm	29.5%	
6pm - 8pm	15.4%	
5. Have you used this GP walk-in centre before?		
Yes	73.1%	
No	26.9%	

6. What would you have done if the walk-in service had not been available?		
1. Gone to GP or practice nurse	30.9%	Waited until GP opens in morning - Used an emergency appointment, by waiting at the local GP at 8am - 8:30am in the morning (each day until getting an appointment) - Gone to maternity day unit - Called NHS Direct
2. Gone to A&E	34.6%	
3. Gone to see the pharmacist	4.9%	
4. Gone to see dentist	0.0%	
5. Gone to a Minor Injuries Unit	0.0%	
6. Telephoned 111	2.5%	
7. Called my GP out of hours	6.2%	
8. Looked after myself	9.9%	
9. Had private health care	0.0%	
10. Called my GP out	2.5%	
11. Other (please describe)	8.6%	
7. When you arrived, what did you expect the service to do for you?		
Offer verbal advice	25.6%	
Some treatment other than medication	11.5%	
Give written information	0.0%	
Refer you/the patient to a GP surgery	1.3%	
Give a prescription / medication	55.1%	
Refer you/the patient to hospital	3.8%	
Other, please describe	2.6%	
8. In the past 48 hours have you visited any other health care service for the same problem?		
Yes	7.5%	
No	92.5%	
If Yes, please tick the boxes below to show <u>all</u> the services you used (only 3 respondees)		
1. Went to see my GP	75.0%	
2. Went to hospital A&E	25.0%	
3. Went to see the pharmacist	0.0%	
4. Went to see a dentist	0.0%	
5. Went to a Minor Injuries Unit	0.0%	
6. Telephoned 111	0.0%	
7. Called my GP out of hours	0.0%	
8. Other <i>please describe</i>	0.0%	
9. What is your age:		
Under 1	1.4%	
1 – 5	8.7%	
6 – 16	8.7%	
17 – 24	17.4%	
25 – 34	21.7%	
35 – 44	15.9%	
45 – 54	14.5%	
55 – 64	7.2%	

65 – 74	1.4%	
75+	2.9%	
10. Are you		
Male	38.5%	
Female	61.5%	
11. To which of these ethnic groups do you consider you belong?		
White	87.0%	Indian Asian White and black African Mixed white / African
Pakistan	5.8%	
Black Caribbean	0.0%	
Bangladeshi	1.4%	
Black African	0.0%	
Chinese	0.0%	
Black other	0.0%	
Other ethnic group Please describe	5.8%	
12. Are you registered with a GP?		
Yes, a GP in this town	82.4%	
Yes, a GP elsewhere	16.2%	
Not registered with a GP	1.5%	
If registered with a GP, which GP surgery?		
Do you have any comments relating to the questions asked that you would like us to consider?		

Appendix 5 - GP Access Survey - March 2013 - Top 20 GP Practices whose Patients Attend the Resolution Practice

GP Access Survey Question	Linthorpe Surgery	Park Surgery	Crossfell Health Centre	Village Medical Centre	Newlands Medical Centre	Erimus Practice	Woodlands Surgery	Borough Road & Nunthorpe Medical Group	Prospect Surgery	Kings Road Medical Centre
Ease of getting through to someone at GP surgery on the phone (% very /fairly easy)	92%	90%	62%	69%	85%	73%	75%	74%	73%	59%
Able to get an appointment to see or speak to someone (% yes)	84%	81%	63%	71%	76%	73%	74%	66%	71%	61%
Convenience of appointment (% convenient)	94%	91%	95%	99%	95%	98%	82%	93%	91%	94%
Overall experience of making an appointment (% Good / Fairly Good)	97%	93%	71%	68%	86%	72%	76%	83%	78%	66%
Waiting time at surgery (% less than 15 minutes)	47%	75%	63%	81%	67%	76%	85%	90%	75%	76%
Impression of waiting (% don't normally have to wait too long)	60%	63%	51%	76%	69%	74%	73%	96%	71%	84%
Satisfaction with opening hours (% Very / fairly satisfied)	92%	74%	80%	89%	90%	85%	79%	97%	92%	79%
GP surgery currently open at convenient times (% Yes)	89%	77%	75%	92%	86%	78%	84%	91%	91%	93%
Overall experience of GP Practice (% Very good / fairly good)	95%	86%	85%	96%	92%	93%	81%	98%	95%	95%
Would recommend GP surgery (% Yes)	86%	76%	80%	87%	79%	93%	55%	95%	86%	93%

Continued.....

GP Access Survey Question	Hirsel Medical Centre	Endeavour Practice	Cambridge Medical Group	Oakfield Surgery	Discovery Practice	Westbourne Medical Centre	Martonside Medical Centre	Coulby Medical Practice	Woodbridge Practice (Ingleby Barwick / Thornaby)	Thorntree Surgery
Ease of getting through to someone at GP surgery on the phone (% very /fairly easy)	73%	92%	71%	68%	47%	64%	48%	86%	51%	94%
Able to get an appointment to see or speak to someone (% yes)	65%	86%	73%	67%	68%	74%	57%	82%	64%	73%
Convenience of appointment (% convenient)	98%	96%	99%	95%	93%	58%	94%	90%	85%	92%
Overall experience of making an appointment (% Good / Fairly Good)	76%	85%	80%	72%	65%	68%	68%	86%	58%	94%
Waiting time at surgery (% less than 15 minutes)	90%	79%	80%	54%	75%	81%	74%	79%	78%	78%
Impression of waiting (% don't normally have to wait too long)	85%	76%	74%	50%	65%	76%	68%	73%	63%	63%
Satisfaction with opening hours (% Very / fairly satisfied)	96%	47%	81%	83%	83%	63%	74%	85%	74%	74%
GP surgery currently open at convenient times (% Yes)	91%	79%	83%	80%	73%	92%	73%	78%	71%	71%
Overall experience of GP Practice (% Very good / fairly good)	96%	94%	96%	87%	88%	96%	80%	95%	75%	75%
Would recommend GP surgery (% Yes)	97%	91%	82%	80%	76%	87%	58%	87%	67%	67%

Appendix 6 – Resolution Practice - Achievement of Unregistered KPIs

Key Performance Indicators	Year 1	Year 2	Year 3	Year 4
Percentage of patients registered and unregistered suffering from immediate and life threatening conditions having treatment commenced within 5 minutes of them presenting at the Health Centre	75.0%	58.3%	89.2%	91.7%
Average length of time non registered walk in patients wait to be seen until triaged by appropriate Health Care professional (mins)	62.5%	93.8%		
Average length of time non registered walk in patients wait to be seen by appropriate Health care professional (mins) following triage	100%	66.7%	70.8%	91.7%
Number of hours of GP appointments made available for non registered patients to book appointments per week	100%	93.8%	89.2%	100%
Number of weeks that non registered patients can book advance appointments	100%	100%	88.9%	100%
Percentage of non registered patients seen within 30 minutes of booked appointment time	79.2%	86.0%	87.2%	100%
Percentage of non registered patients whose notes record their ethnic origin	25%	0%		
Percentage of non registered patients whose notes record their first language	25%	0%		
Percentage of generic items prescribed to non registered patients	100%	100%	100%	100%
Percentage of non registered patients with overall satisfaction of service	0%	0%	0%	100%
Number of hours for electronic discharge summary to be provided to patients registered GP	100%	100%	100%	100%
Percentage of non registered patients provided with a discharge summary following consultation	50.0%	100%	100%	100%

Appendix 7 – Resolution Practice - Performance Banding, Payment Banding and Weighting of Unregistered KPIs

KPI	Performance Band			Payment Band			Weighting	Weighting post 09/11
	A	B	C	A	B	C		
Percentage of patients registered and unregistered suffering from immediate and life threatening conditions having treatment commenced within 5 minutes of them presenting at the Health Centre	100	≥95	<95	100%	75%	25%	5.6%	8%
Average length of time non registered walk in patients wait to be seen until triaged by appropriate Health Care professional (mins)	≤ 10	>10	>12	100%	75%	25%	5.6%	
Average length of time non registered walk in patients wait to be seen by appropriate Health care professional (mins) following triage	≤ 20	>20	>22	100%	75%	25%	5.6%	12%
Number of hours of GP appointments made available for non registered patients to book appointments per week	≥18.6	≥16	<16	100%	75%	25%	5.6%	8%
Number of weeks that non registered patients can book advance appointments	≥4	n/a	<4	100%	0%	25%	4.0%	6%
Percentage of non registered patients seen within 30 minutes of booked appointment time	100	≥95	<95	100%	75%	25%	5.6%	6%
Percentage of non registered patients whose notes record their ethnic origin	100	≥ 95	<95	100%	75%	25%	4.0%	
Percentage of non registered patients whose notes record their first language	100	≥ 95	<95	100%	75%	25%	4.0%	
Percentage of generic items prescribed to non registered patients	≥ 80	≥ 77	< 77	100%	75%	25%	20%	20%
Percentage of non registered patients with overall satisfaction of service	≥ 80	≥ 70	< 70	100%	75%	25%	20%	20%
Number of hours for electronic discharge summary to be provided to patients registered GP	≤ 4	>4	>5	100%	75%	25%	10%	10%
Percentage of non registered patients provided with a discharge summary following consultation	100	>90	<90	100%	75%	25%	10%	10%