

Subject:	NHS Norwich CCG – General Practice Dashboard
Presented By:	Carl Gosling – Primary Care Commissioning Manager
Submitted To:	Primary Care Delegated Commissioning Committee 24 th October 2019
Purpose of Paper:	Discussion and Information
Summary:	
<p>There have been no GP Practice variation visits carried out since the last PCCC meeting held on the 22nd August 2019.</p> <p>Planned variation visits to be carried out in the next two months;</p> <p>Oak Street Medical Practice 29th October 2019.</p> <p>Beechcroft & Old Palace Surgery 27th November 2019.</p> <p>The GP Dashboard has been produced and updated to reflect the latest reporting position as at August 2019.</p> <p>Changes to made to the GP Dashboard since last reported at PCCC meeting held 22nd August 2019 (data as at June 2019);</p> <p>Actual and weighted list sizes updated to reflect Q2 2019/20 list size data.</p> <p>GP Survey data updated to reflect Jan-March 2019 position;</p> <p><u>Ease of getting through to the GP Surgery on the phone</u></p> <p>Castle Partnership 60% ↓ (Jan – April 2018 – 64%)</p> <p>Old Catton MP 47% ↓ (Jan – April 2018 – 52%)</p> <p>Trinity & Bowthorpe 65% ↑ (Jan – April 2018 – 59%)</p> <p>Roundwell MP 31% ↓ (Jan – April 2018 – 33%)</p> <p>Taverham MP 47% ↓ (Jan – April 2018 – 51%)</p> <p>Oak Street MP 64% ↓ (Jan – April 2018 – 78%)</p> <p>Thorpewood MP 48% ↓ (Jan – April 2018 – 56%)</p> <p>East Norwich MP 42% ↓ (Jan – April 2018 – 52%)</p>	

Norwich Practices Health Centre 60% ↓ (Jan – April 2018 – 86%)

NHS Norwich CCG average 71.7%

Norfolk & Waveney STP Average 70.9%

National Average 82.6%

Overall experience of making an appointment (% Good)

Castle Partnership 60% ↓ (Jan – April 2018 – 63%)

Old Catton MP 57% ↑ (Jan – April 2018 – 53%)

Roundwell MP 49% ↑ (Jan – April 2018 – 35%)

Taverham MP 59% ↑ (Jan – April 2018 – 56%)

Oak Street MP 64% ↑ (Jan – April 2018 – 63%)

Thorpewood MP 51% ↓ (Jan – April 2018 – 58%)

Bacon Road MC 64% ↓ (Jan – April 2018 – 81%)

East Norwich MP 46% ↓ (Jan – April 2018 – 63%)

Lionwood MP 59% ↑ (Jan – April 2018 – 55%)

Norwich Practices HC 52% ↓ (Jan – April 2018 – 71%)

NHS Norwich CCG average 69.1%

Norfolk & Waveney STP Average 68.9%

National Average 68.6%

Overall experience of GP practice (% Good)

Taverham MP 63% ↓ (Jan – April 2018 – 76%)

NHS Norwich CCG average 84.0%

Norfolk & Waveney STP Average 83.8%

National Average 83.8%

The Primary Care Team will continue to work with the PCN clinical director, neighbourhood clinical leads and OneNorwich to support general practice resilience and the development of our PCN.

We will also encourage and support PCNs and OneNorwich to:

- Review the information: against the previous years' results, in light of what is already known and what changes are planned and underway, and identify any outliers.
- Learn from practices performing well to understand the models in operation and support the sharing of good practice.
- Seek information and areas of focus from Patient Participation Groups.
- Review development plans to include but not limited to: participation in training, telephone infrastructure, and utilisation of Improved Access.
- Use the information in Primary Care Network Developments – patient access within and across Neighbourhoods and PCN.

Recommendation:

The Primary Care Commissioning Committee is asked to note the comments made.