

Improving Appointment Utilisation and Patient Experience

7-Day GP Service



Southport
& Formby
Health

Who are we and what do we offer?

Southport and Formby Health is a GP owned provider organisation which was created to enhance the delivery of healthcare services to people living in Southport and Formby. We are comprised of 11 member practices and provide care to over 125,000 patients in the area.

Our flagship service is our extended GP access service which is called the 7-Day GP service.

The 7-Day GP service has been operational since October 2018 providing access to primary care in the evenings and weekends.

Our service offers:

- GP, Advanced Nurse Practitioner, Practice Nurse and Healthcare Assistant consultations
- Mental Health Specialist Nurse consultations
- Physiotherapy telephone triage and face-to-face appointments
- Chronic Disease Management
- Cervical screening tests
- Blood tests
- Electrocardiograms (ECGs)
- Ear irrigation

Gaining insight and how we did this

We decided to embark on a project that would examine elements that would tell us how effective the service was working, what elements of the service we needed to change and to gain meaningful feedback from patients.

We looked at:

- Monthly appointment and booking data
- Patient Experience Feedback messages
- Attended local community groups and Patient Participation Groups
- Engaged with our GP Practices, understanding how and why they use the service

What did we learn about our GP Practices?

We noticed differences between each practice and how they utilised appointments.

- We provided each practice with a bespoke training package and completed receptionist training. We provided education on what the service offers and created and supplied training materials.
- We identified some practices utilised more appointments than others which would mean patients were not given an equal opportunity to access the service.

What improvements did we make?

New and improved reports were introduced looking at:

- Total utilisation by each member practice
- Utilised booked appointments by practice and clinician type
- Fair usage of appointments per practice by number of patient population

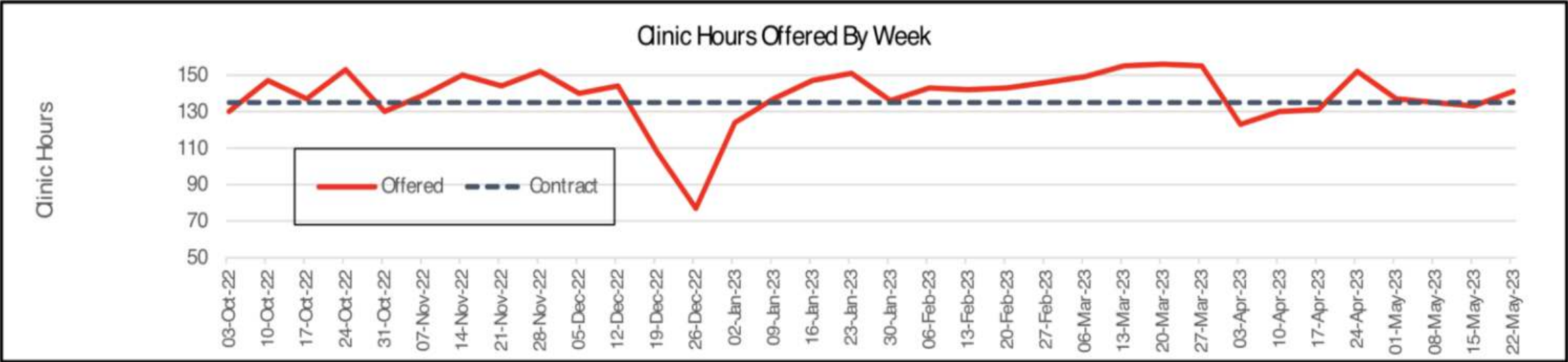
The result of changing our monthly reports meant that we can now see where practices may need encouragement or support.

Service hours provided each week

It is easy to see from the graph below that we meet or exceed the number of hours we are contracted to provide (136 hours per week) most weeks.

The weeks that the service hours dip below the threshold line correspond with Christmas and Easter periods where the service intentionally reduced hours.

Looking at this on a weekly basis meant we could be responsive if service hours dropped and make a plan to increase the hours in future weeks.



Utilisation of booked appointments

We looked at the practice usage adjusted for practice list size. We were then able to compare practice usage irrespective of their list size. On the table below under the relative usage column, a positive number (in black) means that the practice was using more than its notional share of appointments and a figure in brackets (in red) means a practice was using less than its notional share of appointments. This data has facilitated discussions as to whether we should restrict practices to a set number of appointments each month based on list size and caused us to look at the capacity of the service.

7- Day GP Utilisation of Booked Appointments

May 2023

Practice (EMIS name)	Face to Face Appointments				Telephone Appointments				Total Appts		
	Attended F2F	DNA	Total F2F	DNA %	Attended Phone	Phone DNA	Total Phone	Phone DNA%	Total Appts *	Total DNA %	* Relative Usage %
Cumberland House Surgery	256	24	280	9%	84	4	88	5%	368	8%	8%
Chapel Lane Surgery	233	23	256	9%	45	5	50	10%	306	9%	8%
The Hollies Family Surgery	136	15	151	10%	23	4	27	15%	178	11%	5%
THE FAMILY SURGERY	123	17	140	12%	33	4	37	11%	177	12%	5%
AINSDALE VILLAGE SURGERY	84	15	99	15%	12	1	13	8%	112	14%	2%
Kew Surgery (N84617)	72	9	81	11%	31	1	32	3%	113	9%	2%
LINCOLN HOUSE SURGERY	12	2	14	14%	14	2	16	13%	30	13%	(0%)
NORWOOD SURGERY	110	2	112	2%	39	5	44	11%	156	4%	(0%)
The Marshside Surgery	16	0	16	0%	3	0	3	0%	19	0%	(1%)
THE CORNER SURGERY (DR MULLA)	19	1	20	5%	12	0	12	0%	32	3%	(2%)
THE VILLAGE SURGERY FORMBY	144	15	159	9%	22	0	22	0%	181	8%	(2%)
Christiana Hartley Medical Practice	84	10	94	11%	27	4	31	13%	125	11%	(3%)
Grange Surgery	69	4	73	5%	8	2	10	20%	83	7%	(4%)
Ainsdale Medical Centre	83	4	87	5%	11	1	12	8%	99	5%	(5%)
Churchtown Medical Centre	29	5	34	15%	15	2	17	12%	51	14%	(5%)
St. Mark's Medical Centre	79	10	89	11%	20	3	23	13%	112	12%	(8%)
Total for S&F practices	1549	156	1705	9%	399	38	437	9%	2142	9%	

* Key

Top 2 by frequency of appointments

Bottom 2 by frequency of appointments

* relative usage %

number of percentage points between each practices proportion of list size compared to their share of appointments

+ve number means practice is using **MORE THAN** its notional share of appointments

Tolerance of +/- 2%

Practice utilisation of the service by clinician type

This metric is very similar to practice utilisation but breaks it down further looking at practice utilisation per clinician type. We are aware that certain practices have their favourite type of appointments and will often use this type of appointment. We feel that patients get the best offer if they are offered the full range of services that our service offers. We have used this to remind individual practices of all the different clinician types and the different services that are on offer.

Usage Relative to List Size		Slot Types									
Practice (EMIS name) [sorted in descending order of list size]	List Size	GP	ANP	Nurse	Ears	ECG	Mental Health	Blood & BP	HCA	Physio	Total Appts *
St. Mark's Medical Centre	16,421	(7%)	(5%)	(13%)	(13%)	(10%)	(5%)	(8%)		(9%)	(8%)
THE VILLAGE SURGERY FORMBY	13,813	(2%)	(1%)	(11%)	(3%)	(8%)	(11%)	1%		(7%)	(2%)
Ainsdale Medical Centre	11,582	(7%)	(7%)	(7%)	26%	(6%)	(7%)	(3%)		(2%)	(5%)
Cumberland House Surgery	11,327	13%	5%	36%	9%	(5%)	2%	5%		6%	8%
Christiana Hartley Medical Practice	10,929	(4%)	(1%)	(2%)	(4%)	6%	5%	(5%)		(6%)	(3%)
NORWOOD SURGERY	9,849	1%	(2%)	(6%)	7%	11%	(3%)	(7%)		11%	(0%)
Churchtown Medical Centre	9,518	(5%)	(3%)	(7%)	(8%)	(7%)	(8%)	(6%)		(0%)	(5%)
Grange Surgery	9,340	(1%)	(5%)	5%	(6%)	(6%)	(7%)	(5%)		(5%)	(4%)
Chapel Lane Surgery	7,885	4%	5%	9%	(1%)	16%	2%	15%		2%	8%
THE FAMILY SURGERY	4,601	6%	7%	(4%)	4%	6%	10%	3%		5%	5%
Kew Surgery (N84617)	4,546	1%	4%	3%	1%	2%	(4%)	(1%)		4%	2%
THE CORNER SURGERY (DR MULLA	4,234	(2%)	(1%)	(3%)	(2%)	(3%)	(3%)	(2%)		2%	(2%)
The Hollies Family Surgery	4,037	3%	4%	(3%)	(3%)	2%	2%	13%		2%	5%
AINSDALE VILLAGE SURGERY	3,539	1%	2%	7%	(3%)	3%	5%	4%		(3%)	2%
The Marshside Surgery	3,000	(1%)	(2%)	(2%)	(2%)	1%	(2%)	(2%)		(1%)	(1%)
LINCOLN HOUSE SURGERY	2,024	(1%)	1%	(2%)	(2%)	(2%)	25%	(1%)		0%	(0%)
Total for S&F practices	126645										

*** relative usage %**

number of percentage points between each practices proportion of list size compared to their share of appointments

+ve number means practice is using **MORE THAN** its notional share of appointments

-ve number means a practice is using **LESS THAN** its notional share of appointments

Top 3 Relative Over Users shown with Red cell background.

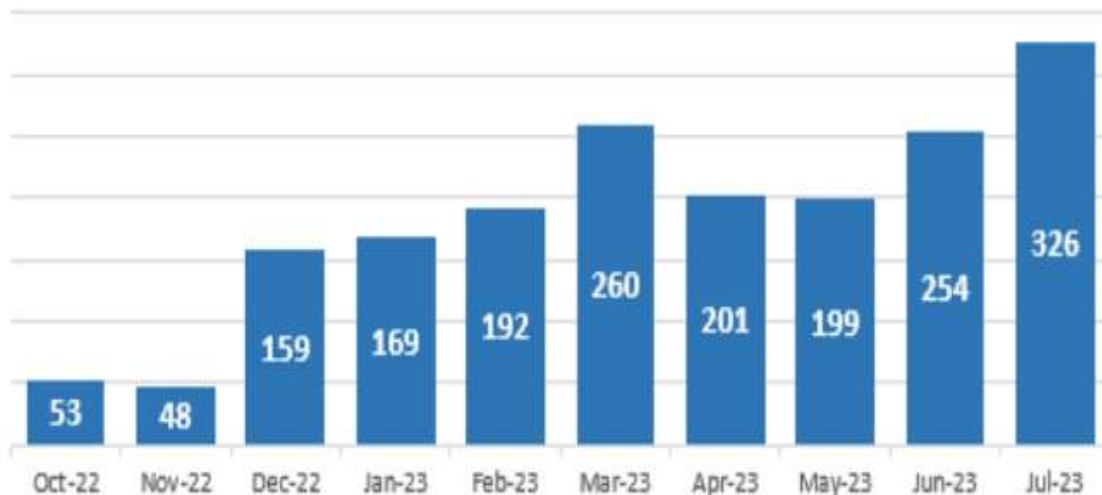
Bottom 3 Relative UNDER Users shown with Green cell background.

Increasing Patient experience

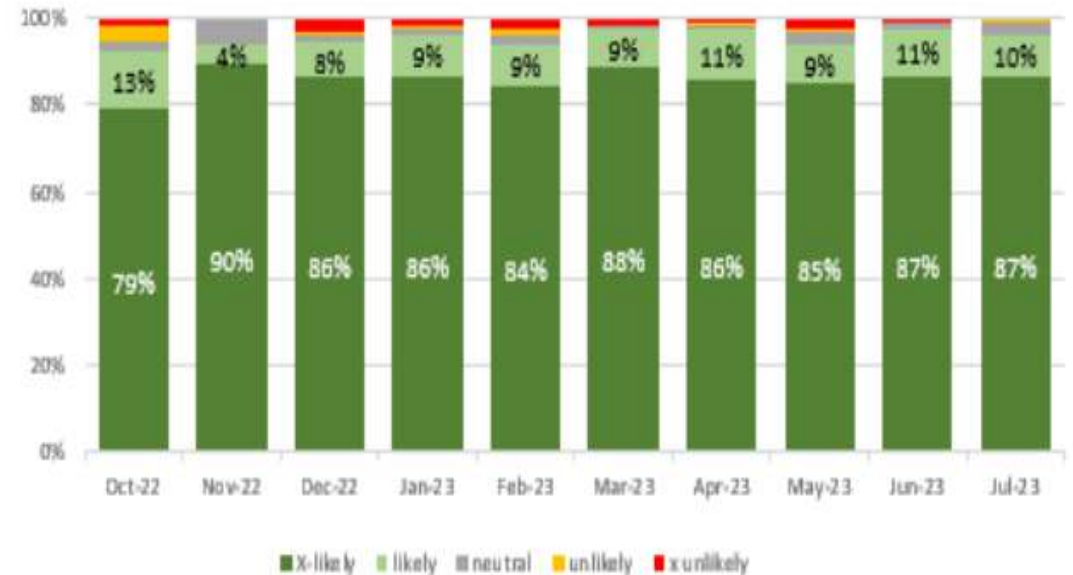
We wanted to see our feedback in 'real time' and be proactive with making changes. We did this by:

- Ensuring all patients receive a feedback text following their appointment
- Reviewing the feedback the next working day
- Acting on positive and negative feedback in a timely manner and informing named staff if needed

Number of Responses



How likely are you to recommend our service?



Increasing community engagement

The service has interacted with other agencies such as Healthwatch Sefton, local Patient Participation Groups and Macmillan Cancer Support who have been interested in our initiative so they can tell Southport and Formby patients that they see about the service.

Southport & Formby Health

7-Day GP April in Numbers

98%

of people would recommend our service to friends and family

Ask your GP Practice about the 7-Day GP Service to book

Southport & Formby Health

7-Day GP Welcome Tours

A Welcome Tour at the Family Surgery can help you to feel comfortable when using our services in the future.

If you would like to arrange a welcome tour, please email:



Southport & Formby Health

Book GP Appointments on Evenings and at Weekends

Southport and Formby patients can book a range of routine healthcare appointments:

Monday - Friday, 5pm-9pm
Saturday, 9am-5pm
Sunday, 9am-1pm

Ask your GP Practice about the 7-Day GP Service to book



Thank You



Southport
& Formby
Health