



**Nottingham City
Clinical Commissioning Group**

Access to GP Services

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Working together for a healthier Nottingham

Agenda

- Nottingham City Clinical Commissioning Group (CCG)
- Bulwell and Bulwell Forest
- Mystery shopper
- Workforce
- Improving access
- Patient participation groups

Clinical Commissioning Groups (CCGs)

- Created following the Health and Social Care Act in 2012
- Clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for local population
- Membership organisations
- 209 CCGs in England

Nottingham City CCG

- Over 355,000 patients
- 57 GP practices
- 8 Care Delivery Groups (CDGs), aligned to Nottingham City boundaries
- Fully delegated, primary care co-commissioning April 2015
- Primary care vision to improve access and equity of services

What is co-commissioning?

- Delegated authority from NHS England to manage the contracts and associated budget for Primary medical Services

Bulwell & Bulwell Forest – CDG 1

- Leen View Surgery
- Parkside Medical Centre
- Rise Park Surgery
- Riverlyn Medical Centre
- St Albans Medical Centre
- St Marys Medical Centre
- Springfield Medical Centre

Southglade Health Centre in CDG 2, borders CDG1

Bulwell & Bulwell Forest – CDG 1

- 35,129 patients registered with practice: 17,061 male; 18,068 female
- Older population profile than city average
- BME groups form 15% of resident population
- Highest proportion of residents (16+) within City who smoke and are overweight/obese
- Highest proportion of residents (16+) with poor mental health

Mystery shopper (CDG 1)

- 86% (6 of 7) of practices offer routine appointment within one week
- 86% (6 of 7) of practices offer same day urgent appointment (includes triage)
- Majority of calls achieved with one attempt, answered quickly by staff who were friendly and helpful trying to find suitable appointments

Workforce (CDG 1)

- 17 whole time equivalent GPs
- 2 GP registrars
- 8 ½ whole time equivalent nurses
- 550 GP sessions per month
- 8,250 GP appointments per month
- Average of 19 sessions per 1,000 patients *(data from 4 practices)*

Note: data collection source varies

Workforce

- Recruitment challenges
- Locum costs
- Retention of staff
- Vacancies
- Premises challenges
- HEEM GP fellowship programme – CDG1

Improving access

- Audit of practice access/appointments and implementing recommendations
- Standardise access, same day urgent, 3 day routine
- Utilisation of clinical staff
- Review of ways to book/cancel appointments
- Front line staff training
- Home visiting service
- Physio first - pilot
- Self help – pilot
- Direct access to services
- Review of estates
- Investment

What can you do as a patient?

Opportunities to add your voice

- Join your practice patient participation group
- Participate in GP survey
- Friends and Family Test
- Tell the practice about your experience
- Tell the CCG about your experience (Patient Experience Team)