



Lincolnshire
Integrated Care Board

Primary Care Performance & Access

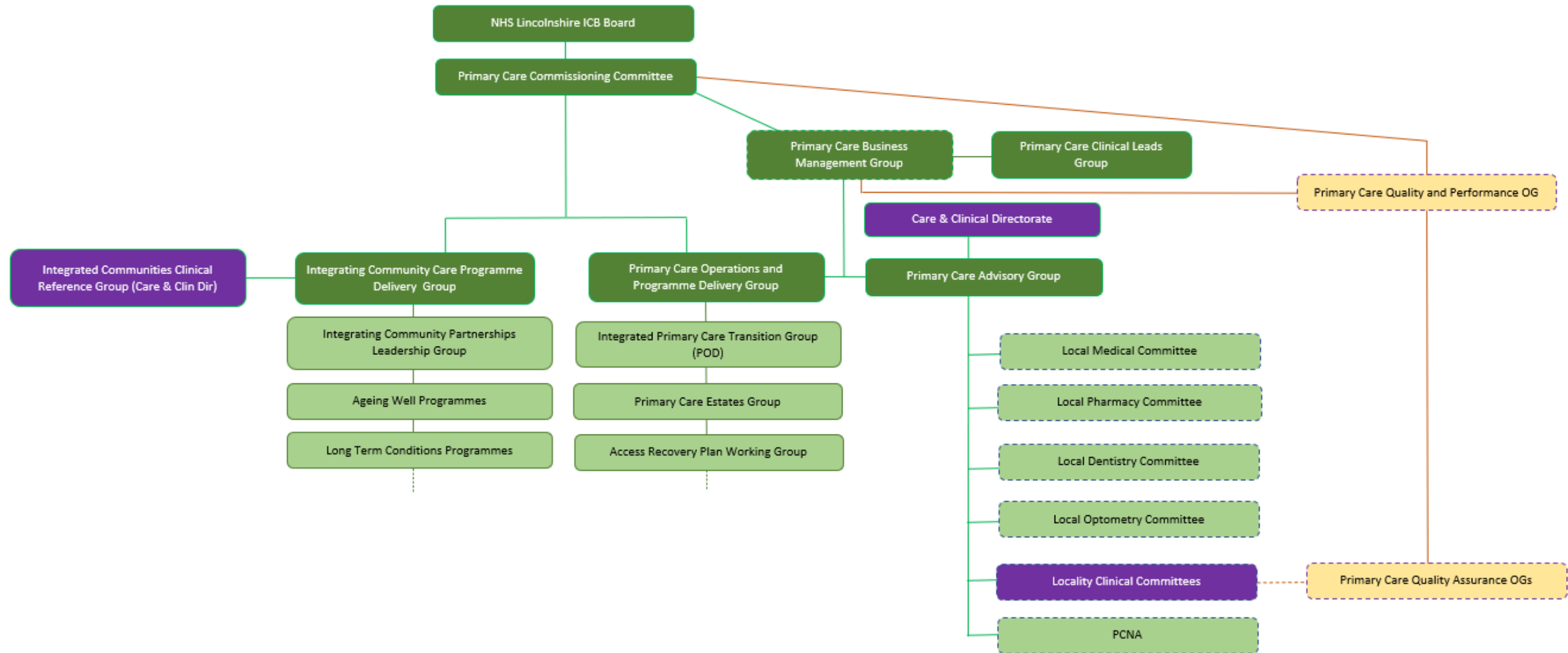
Update to the SHDC Performance Monitoring Panel 23rd
January 2024



General practice commissioning

- NHS England (NHSE) holds overall accountability for commissioning and funding primary care services in England.
- The Health and Care Act 2022 established Integrated Care Boards (ICB) – ICBs have taken on delegated functions for primary care commissioning and planning.
- ICBs assume responsibility for primary care commissioning in that area and provide assurance to NHSE that those functions are being discharged safely, effectively and in line with legislation.
- NHS Lincolnshire ICB has a Primary Care Commissioning Committee which oversees primary care commissioning in the County and report to the ICB's Board.

General practice - ICB Governance



General practice contracts

- There are three types of General Practice contract:
 - *General Medical Services*– the standard contract, agreed nationally
 - *Primary Medical Services* agreements – as above but negotiated and agreed locally with a practice or practices
 - *Alternative Provider Medical Services* – allow more flexibility and can be used commission non-core services
- GP Practices usually provide other services which attract additional funding – these may be through local or national commissioning arrangements and may not be mandated - e.g. phlebotomy (taking blood samples), carrying out annual health checks for people with a learning disability, providing covid booster vaccinations.
- Primary Care Networks also receive funding to provide additional services through federations or lead GP practices - e.g. provision of enhanced access appointments outside core hours

GP accountability





- GP practices are accountable to the commissioner for delivery of their contract
- A range of performance data is available to commissioners e.g.
 - appointment and access data
 - prescribing data
 - QOF delivery
 - patient complaints and satisfaction surveys
- The ICB reviews and monitors GP practice service delivery and supports improvements where required
- The Care Quality Commission is the independent regulator and inspects GP practices against a defined framework

GP access

- Access to GP practices is a national priority – NHSE published the Primary Care Access Recovery Plan in May 2023.
- Key objectives for the plan are:
 - To tackle the 8am rush
 - People know what will happen following their contact
- Delivery of the plan is through a joint effort between GP practices, Primary Care Networks (PCN), ICBs and NHSE
 - ICBs are required to produce a Primary Care System Level Access Improvement Plan and report on delivery
 - PCNs are required to produce an Access Improvement Plan for their practices – PCN access funding is subject to delivery of the plan

Governance and support workstreams are designed to support the key focus areas of the plan:

Areas to support recovery and deliver the ambitions.

<p>1</p> 	<p>Empower</p>	<ul style="list-style-type: none"> Improving NHS App functionality 	<ul style="list-style-type: none"> Increasing self-referral pathways 	<ul style="list-style-type: none"> Expanding community pharmacy 	
<p>2</p> 	<p>Implement new Practice Access approach</p>	<ul style="list-style-type: none"> Roll-out of digital telephony 	<ul style="list-style-type: none"> Easier digital access to help tackle 8am rush 	<ul style="list-style-type: none"> Care navigation and continuity 	<ul style="list-style-type: none"> Rapid assessment and response
<p>3</p> 	<p>Build capacity</p>	<ul style="list-style-type: none"> Growing multi-disciplinary teams 	<ul style="list-style-type: none"> More new doctors 	<ul style="list-style-type: none"> Retention and return of experienced GPs 	<ul style="list-style-type: none"> Priority of primary care in new housing developments
<p>4</p> 	<p>Cut bureaucracy</p>	<ul style="list-style-type: none"> Improving the primary-secondary care interface 	<ul style="list-style-type: none"> Building on the 'Bureaucracy Busting Concordat' 	<ul style="list-style-type: none"> Reducing IIF indicators and freeing up resources 	

Primary Care Access Recovery Plan - Lincolnshire

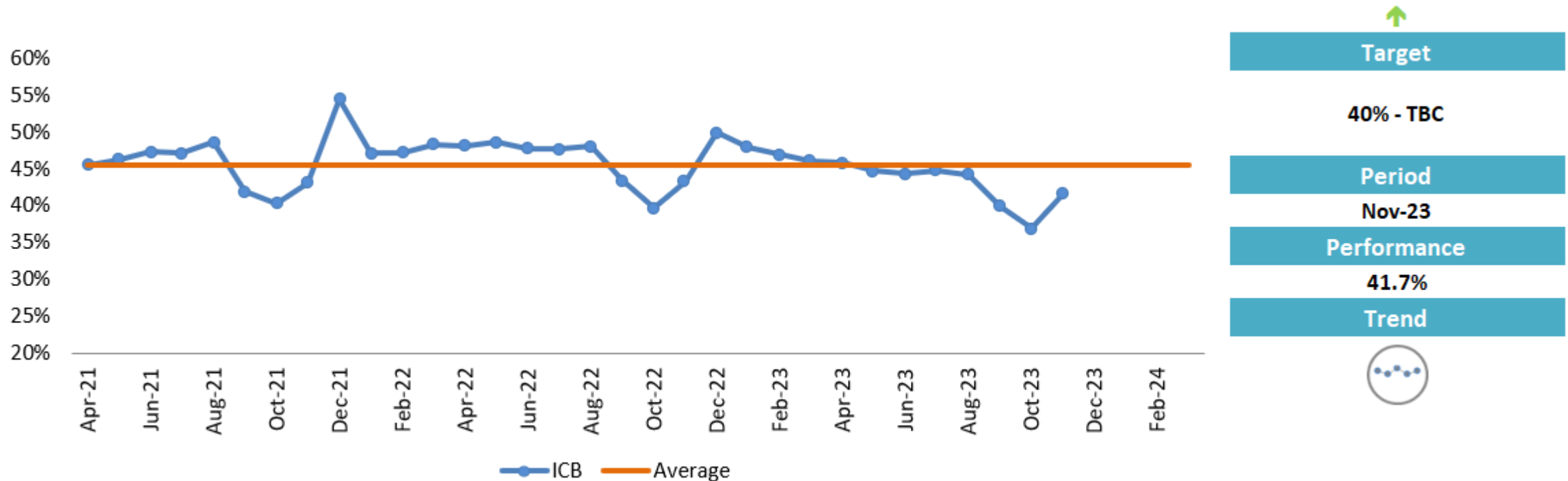
The ICB is working with GP practices and PCNs to improve access:

- Practice websites are more accessible
- Practices offer online appointment booking and cancellation
- Practices will move to digital telephone systems by April 2024 – this will improve phone access and introduce improved call waiting and call back
- Practices have online consultation systems – the ICB will continue to work with Lincolnshire County Council and other groups to support people to make use of online access
- Practices are being supported through the GP Improvement Programme to identify areas of good practice and to address issues
- PCNs continue to recruit additional workforce (£20m available for Lincolnshire)

The ICB is working with PCNs on developing estates strategies to provide space for services and workforce into the future.

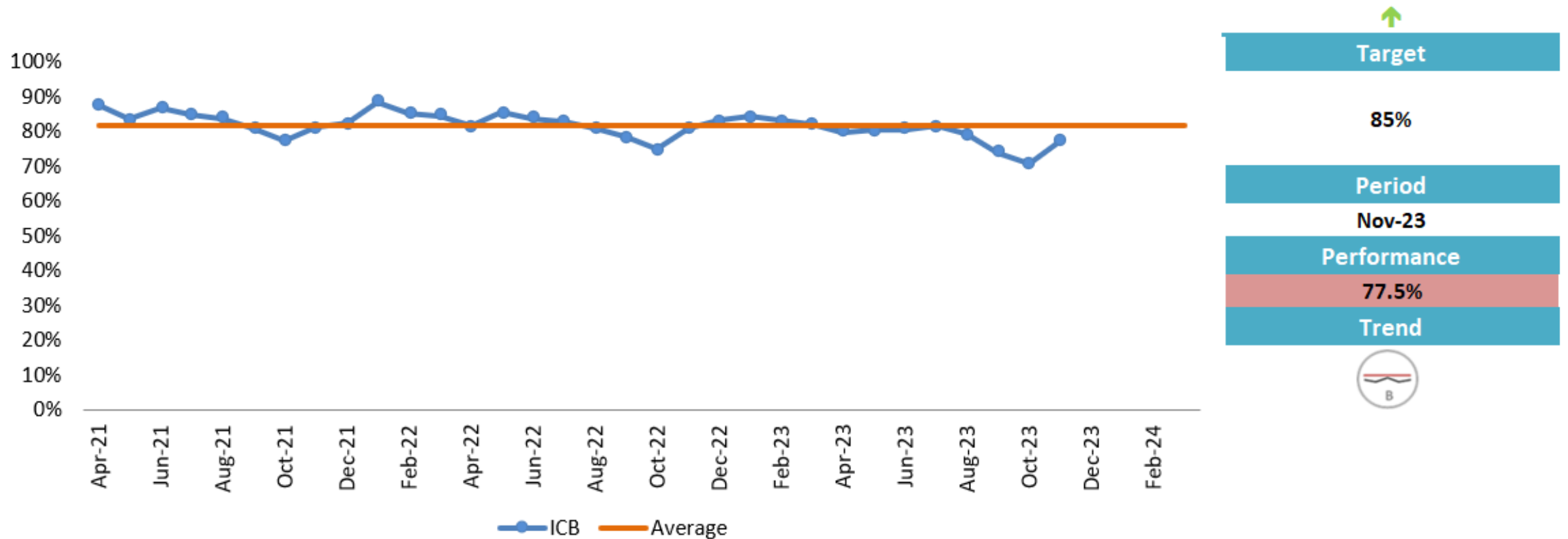
Work is ongoing with GP practices to address current estates issues.

GP appointments – same day



- The 40% target is purely indicative at this point and based on current guidance from NHSE regional team. The actual target will be confirmed in due course.
- The percentage of same day appointments dip around October of each year – this is linked to vaccination programme delivery (flu and covid booster)

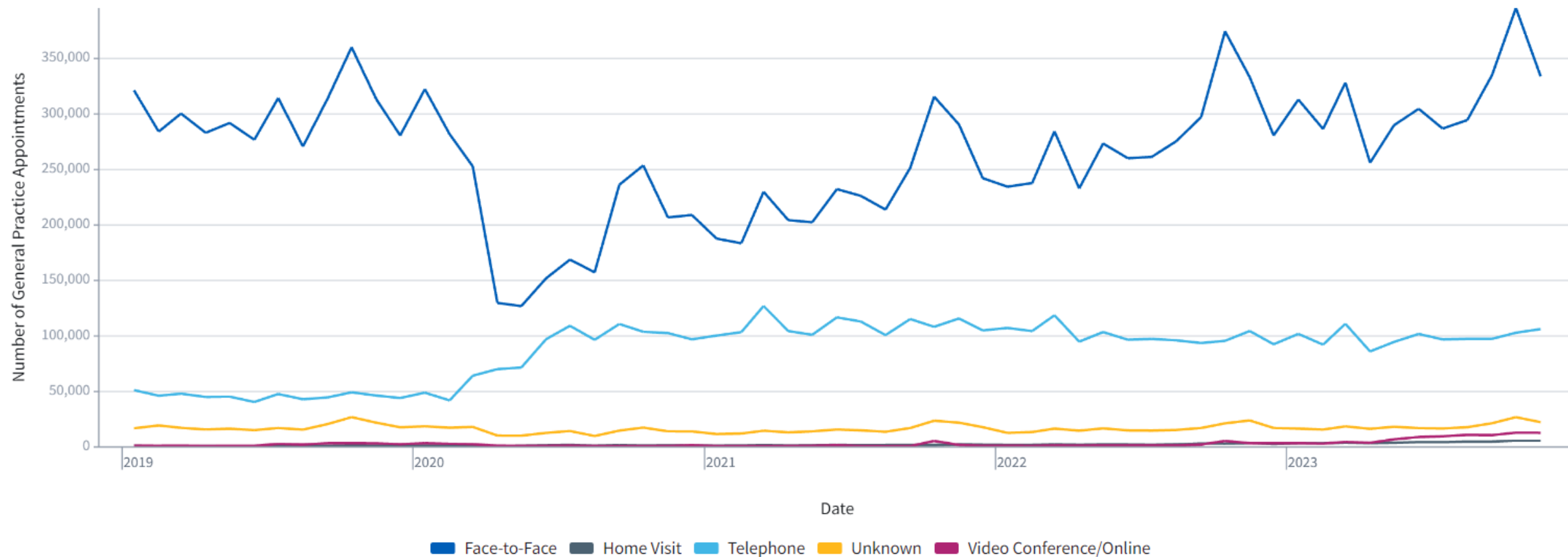
GP appointments – within two weeks



- Lincolnshire GP practices are delivering more appointments – 122% compared to 2019

GP appointments – by type

Appointment Mode: Proportion of General Practice Appointments - Count

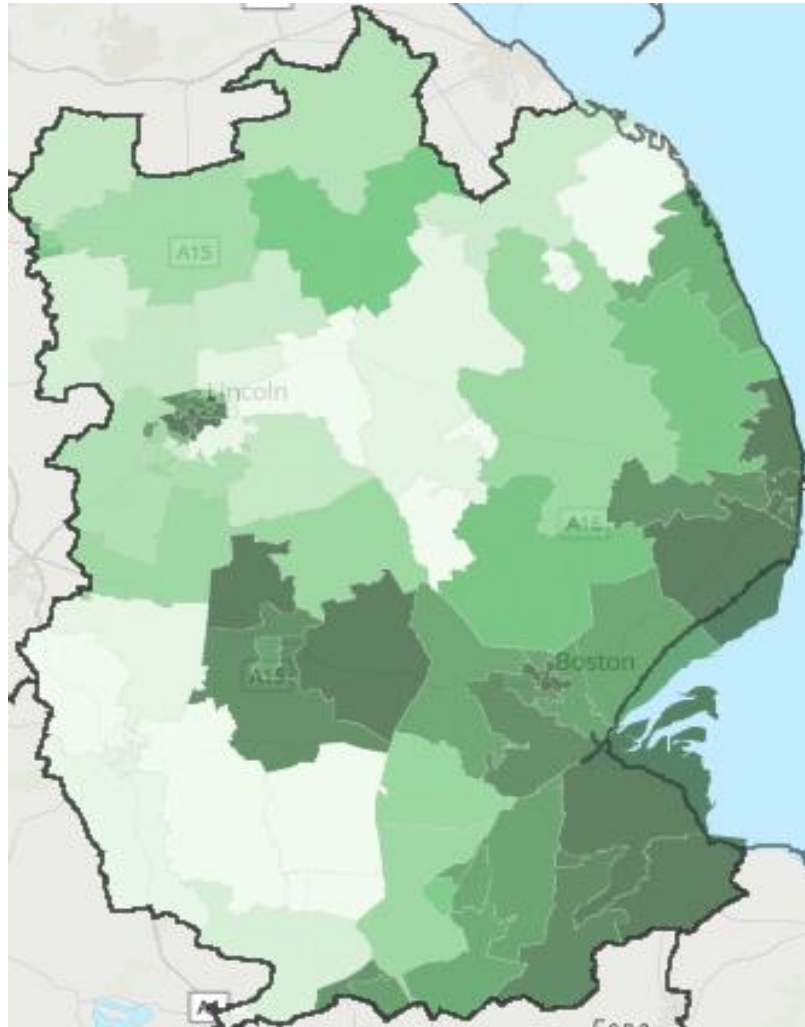


- Lincolnshire GP practices are delivering more appointments – 122% compared to 2019
- The number of face-to-face appointments in Lincolnshire is comparable to pre-pandemic with more phone consultations

Dental update



Access to NHS Dental Services



Group	Pop. Accessing NHS Dentistry	Total Pop.	Access Rate	Comparison to National Average
All	186,429	768,402	24.26%	higher
Adults	133,970	624,133	21.5%	higher
0-17	52,505	144,269	36.4%	higher

Access data- ICB: Lincolnshire ICB (QJM)

Latest dental access data from NHS BSA- July-December 2022.

Latest population data from ONS- Mid year 2021

Number of Dental Practices in the South Holland area is 6, 5 General Dental Services and 1 Specialist Orthodontic Practice. Extended/out of hours cover is provided by an 8-8 NHS dental practice located in Spalding. This is an NHS dental service which provides access to patients from 8am to 8pm every single day of the year (365 days) and provides both routine and urgent dental care.

Current performance for General Dental Services – 60.78% UDA delivery as of December 2023. Currently performing lower than Lincolnshire average

There have been no recent terminations (handbacks) or contract reductions
No specific quality concerns for the South Holland area

Steps being taken to improve NHS dentistry provision

- A **dental strategy** was created for Lincolnshire to provide a framework for the ICB and its partners to support action over the next 3 years. Within the strategy is a wide programme of work covering 4 themes aimed at improving oral health and dental services through a ‘whole system’ approach
- **Oral Health Needs Assessment (OHNA)** for Lincolnshire to be completed by Dental Public Health Consultant March 2024.
- Stakeholder engagement and consultation will be undertaken on the proposed **commissioning intentions**.
- **A procurement programme is being developed for 2024/25,**
- In the **interim** to prioritise and support schemes which provide additional NHS dental access and reduce waiting lists.

Lincolnshire Dental Strategy



Lincolnshire Dental Strategy – Workstream examples

- To retain the existing workforce and explore with Partners both locally and nationally how to develop and grow our workforce in Lincolnshire in the short/medium and long term.
 - **short term** – recruitment incentives to support local workforce / capacity constraints such as the Golden Hello
 - **medium/long term** - the development and establishment of a Centre of Dental Development in Lincolnshire to co-ordinate and lead on increasing the number of people training in Lincolnshire, recognising that training in an area increases a person's likelihood of them then going on to work in that location.
 - Maximising the skills of the whole dental workforce to the full potential and appreciating the skills and talents of all members within dental team to deliver high-quality dental care.
- Improving access to NHS Dentistry, which is timely and appropriate
 - Identifying local populations with the greatest needs can be further supported to access dental services. Example identifying the need for additional new services such as mobile dental services for those from severe multiple disadvantaged groups.
 - Monitoring of and adherence to personalised recall intervals